

# EXCELLENCE IN SERVICE TRAINING: BASIC THROUGH ADVANCED

Course Code: 101095

Boost your customer service skills by learning how to provide excellent quality service, and deal effectively with customer issues.

In this two-day live instructor-led Excellence In Service course, you will learn the fundamentals of providing excellent customer service by understanding how to interact with customers to meet their customer service expectations. You'll also learn how to develop excellent customer service skills by understanding how to improve your attitude and attention, provide excellent quality service, and deal effectively with customer complaints and problems. You will learn how to handle unhappy customers and cope with stressful situations in your work environment. Finally, you'll learn telephone and email communication skills and etiquette.

On day-two of the Excellence in Service Training Course, you will learn how to determine what customers want, and evaluate the service provided. You will also learn how to create, implement, and monitor service standards. Finally you will learn how to create a customer service climate and foster customer loyalty.

## What You'll Learn

Upon successful completion of the Excellence In Service Training course, you will understand:

- Customer interaction and expectations
- How your attitude and attention can make or break your customer relationships
- How to handle dissatisfied customers
- Dealing with and managing stress in service situations
- Telephone skills and E-mail etiquette
- Monitoring and managing service standards
- Customer Service Team training and empowerment
- Customer loyalty development

## Who Needs to Attend

Customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want customer service training in order to

reinforce their skills and train their staff.

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VIRTUAL CLASSROOM LIVE

\$1,795 CAD

2 Day

## Virtual Classroom Live Outline

### **Module 1: Customer service fundamentals**

- Customer service and customers
- Customer interaction
- Customer expectations

### **Module 2: Customer service skills**

- Attitude and attention
- Quality of service
- Problem resolution

### **Module 3: Customer management**

- Dissatisfied customers
- Angry customers
- Upset customers
- Stress in service situations

### **Module 4: Customer communication**

- Communication fundamentals
- Interpersonal communication
- Telephone skills
- E-mail etiquette

### **Module 5: Service standards**

- Fundamentals of service standards
- Monitoring service standards
- Management and service standards

### **Module 6: Service teams**

- Teams as a service solution

- Employee selection
- Team training and empowerment
- Motivation

### **Module 7: Customer loyalty**

- Understanding your customers
- Customer loyalty development
- Employee loyal's influence
- Memorable service

Sep 25 - 26, 2025 | 10:00 AM - 3:00 PM EST

Dec 16 - 17, 2025 | 10:00 AM - 3:00 PM EST



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PRIVATE GROUP TRAINING

2 Day

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