XCELERATE TRAINING INSTITUTE
your learning & development partner

CUSTOMER SERVICE

Advanced Customer Service Skills

DURATION	LANGUAGE	FORMAT
5 days	**English**	**Classroom / Online**

Upcoming dates

Dates	Venue	Format	Fee
26 – 30 ????? 2027	Live online	Online (live)	**€1?200**
3 – 7 ???? 2027	Geneva	Classroom	**€4?800**
4 – 8 ?????? 2027	Live online	Online (live)	**€1?200**

Register or ask a question

Online: x8ti.com/course/advanced-customer-service-skills/
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Advanced Customer Service Skills

Introduction

An organization ensures to keep relationships with their customers and treat them extra special. It is very important for any organization to treat their customers well and care for them in order to be successful in their business.

Customer Service and Customer satisfaction is considered to be the basic ingredient these days. The customer considers this skill to be part of their lifestyle and hence it is crucial for us to go beyond the ordinary and create a memory for the customer when we serve them.

When you already have an expectation and are well versed with the basic customer service skills, the customer looks for what is more that this service can give me. How can I feel this is value for my money?

In this advanced customer service skills training, we will look at the different aspects of humaneness which are many times very important and yet not considered when getting trained for customer service.

The advanced customer service skills are beyond the obvious, where greeting, smile, listening is all considered as a core and is assumed we are following those rituals. Here, we look at how to create customer loyalty and also refer you by vouching for your service.

Here the term people's person is expected to be at the minimum and higher customer service traits are developed. We work with the participants to work on their skills of respecting the customer and demonstrate genuine interest, understanding and empathy.

This Xcelerate training Institute course will empower you with the prospect to develop and enhance the customer service skills of going the extra mile which is critical for the customer.

Learning Objectives

In the basic communication skills workshop, we focus a lot on how to communicate to the customer, listen to them and thereby increase the customer satisfaction index. It is always about up-schilling yourself and going that extra mile to work with the customer.

The advance customer service skills program is beyond the obvious and focused on how to increase the resilience, patience, respect, attention to details, pro activeness, with this increasing our ability to be able to communicate effectively and talk in a positive manner, using the positive language and have a goal-focused approach. Use the skills, and support team members in handling escalations and in turn persuade the customer to create a win-win.

Upon completing this Advanced Customer Service Skills Training Program successfully, participants will be able to:

- Adapt an attitude of patience and resilience when interacting with the customer
- Generate respect and genuine interest for the customer

- Develop the right attitude to increase loyalty with the customer
- Create a win-win approach with the customer
- Communicate in a persuasive manner
- Proactively deal with customer matters
- Learn the ability to handle difficult customers
- Respond to customer complaints effectively
- Have attentiveness to minor details and exceed expectations
- Communicate positively and leave them with a smile
- Create faith and trust in the customer
- Understand the body language of the customer

Training Methodology

This collaborative Advanced Customer Service Skills Training Program will comprise of the following training methods:

- Presentations
- Role plays
- Group Discussions
- Lectures & Seminar Method
- Assignments
- Activities
- Polls
- Surveys
- Whiteboard interaction
- Case Studies & Functional Exercises

The program structure is a comprehensive and interactive session, following a two-way communication, we work with the participant to ensure that they are competent to get a practical experience of how to interact with the customer. At ZTS, we use the ‘Do-Review-Learn-Apply’ model.

Benefits for Your Organisation

Companies who nominate their employees to participate in this Advanced Customer Service Skills Program can benefit in the following ways:

- Have their employees work on their interpersonal skills
- Employees will focus on a more professional approach to relate with the customer
- Reduction in complaints from the customer
- Employees will be responsible for partnering with the customer and create a win-win
- The organization will be known for going the extra mile to support the customer
- The organization will be known for being a customer-friendly company
- The organization will be known for having a humane side

Benefits for You

An individual who thinks s/he knows how to attend to the customer and has the basic skills of customer service. This is an opportunity to master the art of customer service.

Individuals who participate in this Advanced Customer Service Skills Training Program can gain from it in the following ways:

- Develop the attitude of respect and customer service
- Understand how to interact with the customer and make them feel important
- Gain a clear understanding of self-awareness of our personality and the customer's personality and how we can adapt to serve better
- Get a detailed understanding of communication skills, body language to relate with the customer and retain them for life
- Have a reduction in the complaints from customers and focus on customer satisfaction
- Be a brand and develop the skill to retain your customers

Who Should Attend

This Advanced Customer Service Skills Training Program would be suitable for anyone who is interested in gaining customer loyalty and wants to cause their business to be known for excellent service.

If you are interacting with a customer or manage a team, these skills are a must in today's times. If you're an employee or a business owner, this program is for you. Because this program is designed for building a relationship with the customer, building your credibility and gaining their trust.

Course Outline

Building the right attitude

- Create an attitude of willingness to help
- Know that the customer is king
- Build the foundation of customer service
- Do not take it personally
- The attitude of sincerity to help goes a long way

Build patience and resilience

- Fundamental aspects of patience and resilience
- Manage the anger of the customer
- Empathize and be in their shoes
- Be on the same side

Create a partnership

- Be attentive to their needs
- Alleviate the customer requirements and deal with their frustration
- Be mindful of their requirement
- Give alternatives

- Be Professional in approach

Thorough Knowledge and Facts

- Have thorough knowledge of the product and service
- Offer help if you don’t have the information
- Facts supports and overpowers doubt

Communicate Positively – Excel at Customer Service

- Use the 30 Sec rule
- Persuade the customer by focusing on their needs
- Create happy customers by using positive language

Read the customer language

- Understand the information by customers body language
- Listen for the cues
- Act out immediately to deal with the situation
- Showcase charisma and a cheerful personality

Pro activeness is appreciated

- Manage your time
- Set goals and work towards them
- Have a goal focused approach
- Proactively attend to the requirements of the customer
- P re-empty the surprises and plan for them

Know your and customer’s personality style

- Understand that each one has a different personality and behavior
- Understand your own personality style
- Know the personality styles of people around you and see how you can adapt
- Work towards the interaction in a logical and pragmatic way
- Recognize the different personalities and find out how to mold your behavior to get the best out of the interaction

Resolve Complaints and Escalations

- Use the learning to resolve the complaints
- Reduce the complaints and category of complaints
- Handle escalations
- Closing the interaction with the customer and send them happily

Know you are the brand

- Showcase yourself as the brand
- Talk to the customer basis their needs
- Focus on cross-sell and up-sell

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Registration Form

Advanced Customer Service Skills

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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Register online
Open the course page