„*Customer service: standards, conflict situations, emotions control*"

Course description:

The training provides the answer to questions such as: how to reconcile firmness and courtesy during the contact with the client, how to organize services in a system way, how to deal with our own difficult emotions occurring in contact with the client, how to create a friendly atmosphere both for employees and for customers, how to make phone calls, what are the criteria the customers take when they evaluate the way they are served.

Acquired skills:

- using a variety of techniques during the contact with the client
- dealing with difficult emotions occurring during the contact with the client
- building a positive image of the company through good customer service

Training program:

I. The most important rule in customer service

1. How to make a contact with the client?
2. Make a good \ "first impression \"
3. How to keep in touch with the client
4. The basic rule in customer service
5. Assertive behavior in customer service
6. Savoir-vivre and customer service
7. How to deal with difficult situations?
8. Regular client (known) and new client
9. Customer service face to face (at the customer's premises and the premises of our own company)
10. Phone service
11. What mistakes to avoid and what things we shouldn't absolutely do

II. Client

KM Studio - szkolenia
Łódź, ul. Piotrkowska 125

Tel: 512-344-837
512-344-836

kmstudio@kmstudio.com.pl
www.kmstudio.com.pl

1. What needs do the customers realize who buy products and services?
2. Clients' personality types: how to recognize them and how to talk to them
3. How to deal with the so-called. \ "difficult clients \", including:

- claiming attitude
- arrogant attitude
- client who shouts
- indecisive client

III. Seller/manager

1. Strengths and weaknesses of participants – people who serve clients (how to use this knowledge in practice)
2. How to talk to clients so that they would listen to us?
3. How to listen so that people would buy from us?
4. Principles of sales presentation
5. Principles of self-presentation in contact with the client
6. Creating individual development plans for people working with clients

IV. In the closed trainings: developing Professional Code of Customer Service (PCCS) based on the mission and philosophy of the company

Methodology:

During the training we use the following training methods:

- Power Point mini lecture
- team games and group exercises
- open discussion
- role plays
- working with the video camera and analysis of the obtained information
- mini training films

KM Studio - szkolenia
Łódź, ul. Piotrkowska 125

Tel: 512-344-837
512-344-836

kmstudio@kmstudio.com.pl
www.kmstudio.com.pl

Organizational information:
Number of training hours: 12 hours / 2days
Time of training 9:15-15:15
Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings

KM Studio - szkolenia
Łódź, ul. Piotrkowska 125

Tel: 512-344-837
512-344-836

kmstudio@kmstudio.com.pl
www.kmstudio.com.pl