



# **Customer Service Training Proposal**

**People, Passion, Possibility.**

# A Training Plan For Your Organisation

Providing a positive customer service experience to your customers is important especially when working with new clients and creating opportunities for repeat business and/or sales as well as referrals from existing customers. Have you learnt how to create the 'wow' moment? Our training affords you the opportunity of learning new skills and techniques for retaining your valuable clients and winning repeat business. You will also learn how to dress for the role, provide high levels of attention and follow up, questioning techniques, dealing with unhappy customers among others.

## Learning Objectives

- To explain what customer service means in relation to internal & external customers.
- To Identify ways they can add value to customer relationships and exceed expectations.
- To communicate and understand how to deal with the customers in different scenarios.
- To apply outstanding customer service techniques to generate return business.
- To send and receive clear message through body language, voice tone and word choice.

Our Customer Service Training will make your company better. Our clients enjoy;



- 75% increase in agent productivity.
- 65% faster first contact resolution.
- 84% increase in customer retention.

## Modules

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### Day 1 - Some Course Modules

- What is Customer Service?
- Who are your customers?
- Customer Engagement.
- Simple Actions, Huge Returns.
- The Ten (10) Major Do's and Don'ts of Customer Service.
- Communication and Understanding Customers.

### Day 2 - Customer Service Training

- Keys to improve your customer service skills.
- Clear Communication.
- Customer Engagement.
- Customer Interaction Improvement.
- Customer Service Strategy
- Customer Service Representative Engagement.

## When Will The Training Take Place?

Stream 1: March 14th - 15th, 2019.

Stream 2: April 11th - 12th, 2019.

Stream 3: May 9th - 10th, 2019.

## Where Is The Training Location?

Business World Conference and Training Room. Allen Ikeja, Lagos.

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## Bespoke Solutions

We can also offer bespoke designs by working in partnership with you to develop bespoke solutions that will incorporate your unique structure in order to create custom solutions for your organisation's specific needs.

## – Target Audience

- People in customer –facing roles.
- People in back or support roles.
- Anyone interested in customer service training.
- New employees

## Registration and Booking

For further enquiries on this training program and other programs we offer, kindly contact Oluwaseyi Simon or Rita Babalola on 09098918958 or 08162970699 respectively.

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Thank you.

