



## **We invite you to attend** *Customer Service Management*

Customer experience training is crucial to any organization that works with people. Not only does each interaction between employee and customer affect the number of customers retained, but employees with effective customer service skills feel a greater sense of value and commitment to their job. These skills make a positive impression in the minds of current and future customers, as well as the employees who utilize them.

### **WHO SHOULD ATTEND?**

- \* Customer Service Professionals, Managers, Quality Management Personnel, Voice of the Customer Analysts
- \* Brand Managers
- \* Entrepreneurs looking to out-compete the 'big-boys'
- \* All specialists responsible for building and sustaining their company's reputation for customer service excellence.
- \* Marketing Professionals looking to gain and maintain a compelling strategic edge

### **LEARNING OBJECTIVES**

- \* Interacting with Customers
- \* Communicating Effectively with Customers
- \* Controlling Conflict, Stress, and Time in a Customer Service Environment
- \* Dealing with Customer Service Incidents and Complaints
- \* Polishing Your Skills for Excellent Customer Service

### **COURSE CONTENT**

- \* Importance of exceptional customer service
- \* Who your customers are and what they expect?
- \* Measuring customer service
- \* Attitude and exceptional customer service qualities
- \* Phone, voice mail, email, and texting etiquette
- \* The customer interaction process
- \* Preventing and dealing with angry customers

#### **VENUE:**

**NECA House Building**

Hakeem Balogun Street, Alausa, Lagos

**Time:** 9 a.m. – 4 p.m.

**Date:** March 17th - 18th, 2020

**Cost:** NGN60, 000 per participants and 10% discount  
for Group bookings for minimum of 5 participants.

For Further enquiries, Please call 08023181240 or email at

herculesprofessionals@gmail.com or visit our Website: [www.herculesprofessionals.com](http://www.herculesprofessionals.com)