



EXCELMINDS CORPORATE SERVICES

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<http://kamleshexcelminds.com/>

Winning Customer with Service Excellence & Ethics Training

The Service Excellence Training is series of activities with customer service boosters' focus on the critical role individuals play in building customer loyalty and creating positive service experiences. The program provides skills and tools to create memorable service experiences resulting in customer loyalty and successful customer centric organizations. Training enable Your Sales Team and Partners to use Just-In-Time, Situational Content to Drive Better Results and great ethics and etiquette.

Objective to achieve:

- ✓ Positive approach towards your goals
- ✓ Creating Customer centric approach
- ✓ Effective and proactive approach with good ethics
- ✓ Addressing different judgments and resistance
- ✓ Communication effectively and effortlessly
- ✓ Develop and maintain the positive tone and volume
- ✓ To Know and apply customer focus approach
- ✓ Elevator Speech towards Business success
- ✓ Attitude to Develop patience and flexibility
- ✓ Understand and know your strength and weakness
- ✓ Achieve Effective communications with voice modulation
- ✓ Know Communication barriers and tracking the progress
- ✓ Achieve service experience tools
- ✓ Harnessing quality of knowledge and motivate yourself
- ✓ Better Resource management
- ✓ Problem solving skills
- ✓ Three-dimensional Crises management
- ✓ Knowing the right service excellence tools



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SEGMENTS:

- ❖ **Service Excellence**
- ❖ **Customer Relationship management with Customer centric approach**
- ❖ **Effective Communication Skill & Etiquettes,**
- ❖ **Feed back Mechanism**
- ❖ **Conflict & stress Management**
- ❖ **Time Management**
- ❖ **Organizational Skill and Office Ethics**
- ❖ **Efficient Use of Technology and resources**
- ❖ **Proactive Approach tools**

➤ **SERVICE EXCELLENCE:**

✓ ICE BREAKER/Games

- Service excellence and self-image:
- Brain storming - Liking and disliking, Strengths and Weakness
- Game: Your Attitude and Approach, Aspiration and Goals
- Sharing and knowing the company's vision, goals and work ethics.
- Self awareness and mindfulness
- Self-Career aspiration viz company expectations

➤ **CUSTOMER SERVICE IN THE 21ST CENTURY - JUST BELIEVE IN**

✓ **ROLE PLAY – Elevator Speech**

KNOWING CRITICAL THREE KEY ELEMENTS OF REWARDING EXPERIENCE:

1. Expand your definition of service

- Who are your customers? Know well
- Develop a customer friendly approach what customer service means customer service qualities – accountability + delivery + feedback
- Professional qualities in customer service good information is often good service

2. Simple actions huge returns: simply having the right attitude

- Conversations over the telephone
- It's not what you say, it's how you say it telephone etiquette
- Answering the telephone, leaving a positive impression
- Troubleshooting & leaving a lasting service experience
- Respond to your business email quickly!
- So what is prompt answering your business email? First impressions – you only get one
- Making a good first impression – you only get one



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- Ten major do's and don'ts of customer service helpful reminders for polite and friendly responses

3. Practice what you preach – dealing with the customer

- Communicating with the unsatisfied customer solving the customer's problems -
- Follow -up with the customer
- It pays to please
- Initiative
- Customer service traits to copy
- Benefits of good customer service

➤ **Effective Communication Skill & Etiquettes**

✓ **Story telling and Game to enforce the skills**

- Introduction and Perspective in Communication: do you know it well
- Listening Skills and elements
- Element of effective communication
- Communication styles
- Body cue and language and Etiquettes
- Be an observant, Response and Reaction
- Written Communication and follow up

➤ **10 Strategies to better Time Management with effective organizational skills**

✓ **Real life Situation: Discussion and brain storming**

- Know how to utilize your time
- Setting priorities
- Planning tools
- Organizational skills
- Scheduling of tasks
- Delegate and identify
- Managing Procrastination
- External Time Waster
- Service orientation
- Your attitude & proactive approach
- Creating and Keeping deadlines
- Efficient Use of Technology

➤ **CONFLICT MANAGEMENT SKILLS**

✓ **Real life situation**

- Empathy
- Being proactive
- Understanding and right attitude
- Awareness of company culture and value



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- Dealing with difficult but loyal client

➤ **CUSTOMER FEEDBACK MECHANISM**

- Most effective way to retain your customers
- Leaving a lasting effective impact
- Leads to effective project time management
- Develops customer loyalty toward company
- Long terms business benefit and mutual trust

Participant Q/A session and Feedback

Kamlesh Jain

**CEO, BUSINESS & LIFE COACH, MOTIVATIONAL SPEAKER
& CORPOATE TRAINER**

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Schedule of the training

▪ Class Starts – 9 - 9:30am
▪ Tea Break – 11:45am
▪ Lunch Break – 1.30:pm-2.10 pm
▪ Session ends 3.30 pm

Outline :

Schedule	Activity
9.00 a.m.	Assembling and Fellowships
9.30 a.m.	Session Starts with Trainer Intro Ice Breaking Session Creation of group and self intro

Questions write up distribution with group brain storming session. Self excellence viz self evaluation followed by participant discussion with Trainer and presentation

10.30 a.m.	Tea Break
10.45 a.m.	Games Team Building

Situation based activities and brain storming

Communications and feedback- Role play and discussion

Appreciate and arose activity with paper plates

Feedback Mechanics and customer loyalty situation based activities

11.30 a.m.	Motivation & Team Building Session
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Games and activity - slides sharing and presentation

Q/A Feedback

1.30 pm.	Lunch Break
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2.15 p.m.: Session resume and Certificate distribution & Closure

Things we need:

Paper Plates
Pens, Stapler, cello tape



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White Board and markers
Children blocks
Eyes pads for blindfolding the person.
One Bucket or basket
Playing cards