



UNDERSTANDING

10

CUSTOMER SERVICE TECHNIQUES

Explore 10 powerful techniques to enhance your interactions and build rapport with customers.

MQA Approved | **HRDC** Refundable



FACE TO FACE

Honoris Campus
Belle Terre Road, HIGHLANDS

HONORIS

EDUCATIONAL NETWORK

CUSTOMER SERVICE TECHNIQUES

COURSE DESCRIPTION

In today's environment, it is important for any organisation to value its customers by providing excellent customer service. It therefore becomes crucial to empower the different teams which are involved in doing so.

One of the biggest challenges of any organisation is to deliver an excellent customer service, hence, this one-day programme will provide the participants with the fundamentals of Customer Service which will help them to adopt the different techniques learnt during the session.

DURATION

6 hours

/1 day

Theory:

50%

Practical:

50%

COURSE FEE

MUR 5,000 Individual

MUR 10,000 Corporate

CERTIFICATION

A Certificate of Attendance is given upon successful completion of this course.

COURSE OBJECTIVE

The objectives of the course are, inter alia, to:

- Communicating the right message;
- Understand the techniques for good customer service;
- Understand the benefits of good customer service;
- Enhancing the customer's experience;

LEARNING OUTCOMES

At the end of the programme participants will be able to:

- Understand that they should deliver excellent customer service at all times;
- Understand customer expectations so as to better serve them;
- Understand why customer satisfaction is important;
- Better understand their role in the customer touchline.

TARGET AUDIENCE

Frontliners, Team Leaders, Supervisors

IN-HOUSE TRAINING

We do offer training programmes exclusively for your delegates. e-mail us on corporate@honoris.ac.mu for further information and/or to receive a comprehensive proposal.

UNLEASH YOUR POTENTIAL

Every effort is made to provide a collaborative learning experience for our participants and for this, we need a minimum cohort size of 10 on these programmes before we can kick off. We reserve the right to amend the start dates or cancel the scheduled course due to low enrollment numbers but we do promise to keep you informed!

COURSE TOPICS

DAY 1

- Understanding your customer
- Delivering an excellent Customer Service
- Deliver on your promise
- Customer Experience - Optimise it or Break it
- Customer Touchline
- Wrap up / Action Plan

+ Group Discussions & Activities

TRAINER PROFILE



With 19 years of working experience and 12 years of experience in training, Antee has delivered trainings in Effective Communication Skills, Team Building, Leadership, Supervisory Skills, Organisational Excellence, Motivation and Customer Service Excellence to different audiences, ranging from Public Officers from various Ministries, Parastatals bodies to Middle Management employees in the private sector (Tourism, Textile, BPO, and Banking) addressing very different challenges faced by employees in their specific sectors.

Antee (Ashveena) Mewa

Meta-Coach | Business consultant | Trainer



Schedule

Course starts at 9:00 a.m and concludes at 4:00 p.m. It includes a tea break as well as a lunch break.

Registration & Payment

Please complete the registration form and return it to us indicating your preferred mode of payment. For Further Information, Contact our office.

Cancellation Policy

Two weeks prior to the course date Honoris Educational Network Ltd must receive a written request for cancellation. A fee of Rs 3,000 will be applicable for each cancellation. Subsequently, we would be delighted to welcome a colleague to take your place.

GET IN TOUCH

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E: corporate@honoris.ac.mu | honoris.ac.mu

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