

TMY-SS31: Handling Customer Complaints Positively

Course Code: TMY-SS31

Duration: 1 day

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

If it's your job to deal and respond to complaints, you are your organization's most valuable ambassador! As you learn how to handle difficult situations with greater confidence and skill, you will develop rapport with your customers, save your company's money and image as well as procure long-term repeated business.

SKILLS COVERED

Upon completion of this programme, the participants will be able to:

- Develop skills in handling challenging customer service situations
- Learn how to communicate calmly and professionally under pressure
- Listen effectively so you understand what you need to do
- Choose the best response to a complaint
- Structure your responses effectively
- Use best practice for emails and letters

WHO SHOULD ATTEND?

This program is suitable for Customer Service Executive and Representatives (CSRs), Supervisors, Call Center Personnel, Front / Help Desk Personnel, Tellers, Sales and Marketing Personnel and PAs, Admin as well as Support Staff.

PREREQUISITES

There are no prerequisites required to attend this course.

MODULES**Module 1 – Sharing Difficult Customer Situations**

- Understanding your Customers Complaints – Case Study
- Uncovering Customer Expectations – Group Exercises
- Moments of Truth
- Service Cycle

Module 2 – Handling Complaints Using The ASAP Technique

- Being on the 'Firing Line' – The ASAP Technique
- Emotional Triggers of Conflict
- Deal More Confidently with Upset Customers
- Asking Pertinent Questions and Gathering the Facts
- Ensuring the Customer Feels Listened To

Module 3 – Responding To A Complaint Through Written Communication

- Preparing a Written Reply in Response to a Complaint using the 5A Method
- Choosing the Right Structure for your Content and Objective
- Sending the Right Message
- How to Minimize Upsetting the Customer and Knowing When to use the Phone instead
- Brainstorming & Putting it into Practice

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