

## **TMY-SS32: Managing Escalation and Managing Difficult Customer**

Course Code: TMY-SS32

Duration: 2 days

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

### **OVERVIEW**

It is just natural to complain when we do not receive the expected services as the standard or as advertised and or as promised in a reputable premise. As customer service personnel, we are the brunt of these complaints which we need to attend. We need to respond rather than react to such complaints.

Responding means to think through of the incident and provide a solution rather than react, where we interact “blow by blow”. It is not always easy. Therefore we need to have the mettle to deal with these different situations. If we are already seasoned in dealing with these situations we need to refresh our skills every now and then, otherwise, we must internalize these skills so that we do not feel victimized and de-motivated in the job we have chosen. In order to deal with these situations systematically, we need an efficiency tool which will allow us to interact smoothly and quickly.

We are endowed with great hospitality skills, we just need to unearth these gems so that our interactions with guests become elegant and desirable. For example, it is not a complaint from the guest, it is always feedback so that we can improve the way we work.

### **SKILLS COVERED**

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

- Improve their customer service skills

- Use some of the techniques learnt to achieve excellence in customer service
- Work on improving their relationships with other employees
- Understand their customer needs and expectations
- Understand effective ways to handle customers complaints
- Improve their problems solving skills
- Understand the important roles they play in their respective organizations

### **WHO SHOULD ATTEND?**

This program is suitable for customer care officers, executives, senior executives, assistant managers and managers.

### **PREREQUISITES**

There are no prerequisites required to attend this course.

### **MODULES**

#### **MODULE 1 – CUSTOMER SERVICE PHILOSOPHY**

- Three Great Ways To Satisfy Customers
- Who Does It Involve?
- The Great Poem Of Customer Service

#### **MODULE 2 – UNDERSTANDING CUSTOMER NEEDS & EXPECTATION**

- Who Are Your Customers?
- The Customer – Supplier Chain In Your Organization
- How Do You Rate Your Current Customer – Supplier Relationship?

### **MODULE 3 – ASSESSING THE CUSTOMER’S BEHAVIOR TRIGGERS**

- What Actually Makes Customers Behave The Way They Do?
- 12 Important Needs That Motivate Customers
- 3 Golden Techniques To Gauge These Customer Needs

### **MODULE 4 – HANDLING CUSTOMERS ON THE PHONE**

- Positive Versus Negative Elements
- Building Goodwill And Trust
- The 4 Step Formula Of Telling The Simple Truth

### **MODULE 5 – THE PSYCHOLOGY OF COMPLAINTS AND ANGER**

- What Research Has Proven On Complaining Customers
- The Complaining And Whining Caller
- 5 Types Of Typical Complaints Calls

### **MODULE 6 – HANDLING OF COMPLAINTS & TICKET / CASE MANAGEMENT**

- 6 Steps To Control A Complain
- Dealing With Difficult Situations
- 8 Rules To Avoid Customer Service Errors
- Escalation Process Through Ticket System
- How To Stop The Abusive Caller

### **MODULE 7 – CALMING YOURSELF AND THE CUSTOMER**

- 5 Steps To Calm Yourself And The Customer
- 5 Forbidden Points When Attending To A Complaint

### **MODULE 8 – PROBLEM SOLVING SKILLS**

- Simple Problems Solving Techniques
- Stimulating The Mind To Be Creative In Solving Problems On The Spot

### **MODULE 9 – SELF ASSESSMENT ON CUSTOMER SERVICE**

- How Well Do You Know Your Organization
- How Well Do You Know Your Role As A Customer Service Provider

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