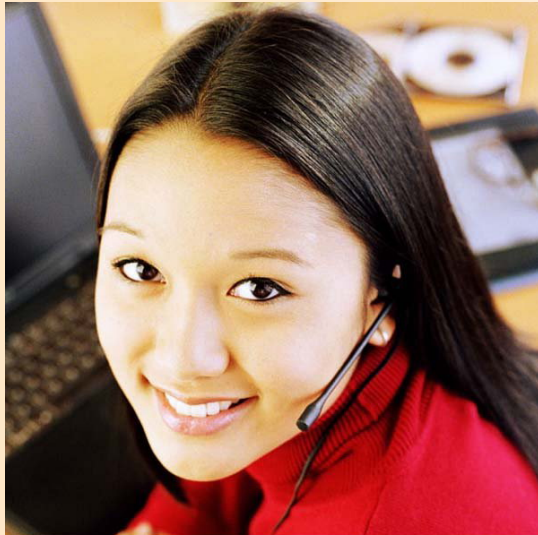


High-Satisfaction!

CUSTOMER SERVICE

Make the connection with our 2 day programme



If your company has foreign customers and you would like to promote consistently high satisfaction levels for them, then **High-Satisfaction! Customer Service** is the programme for you.

Using our simple and effective process, the participants learn step-by-step how to manage the most common customer situations which are related to easy-to-understand emotions.

Participants practice the target language and interactions in *real* simulations which are also videoed.

The seminar is led by our two experienced consultants, Mr Philip Dunne and Mr Philip Williams, who help the participants gain proficiency in their customer service skills. The seminar is available in two options: 1) Telephone service and 2) Retail service

Relevant



Real-world situations



Measurable



Programme Details

What customers want: video :: Key emotions (any culture) :: Connecting with customers :: Identifying needs in English :: Empathising in English :: Message and voice :: Giving information :: Handling problems and complaints :: Going beyond problems: satisfying simple needs :: Using questions :: Active listening techniques :: Buying time :: Passing customers to team members :: Referring to technical information :: How to end on a high :: Upselling and cross-selling



The Feedback

“This really helps me understand foreigners - thank you na khrap!”

“This was the best customer service course I ever attended”

“I love the activities! We need to do this more often!”

To find out more about this exciting seminar, please call our office on
(02) 6393550