



Conducts

One Day Training Program On

Customer Service Excellence

Customer service represents the heart of a brand in the hearts of its customers



CUSTOMER
FEEDBACK
SUPPORT
INNOVATIVE
QUALITY
EXCELLENT
FRIENDLY

Overview:

A Programme on "Customer Service Excellence" is a public workshop, which takes the participants through various modules giving them the insight of handling customers effectively. Handling internal & external customers in polite way enables them to succeed and perform in their work place. It uses simple, easy to understand language to describe various skills required to enhance their efficiency handling different types of customers. The participants will have an understanding of what makes a good customer service experience, how to deliver excellent customer service, how to deal with difficult customers, and how to take care of themselves.

Objective :

- Describe high quality customer service.
- Understand and identify different behavioral styles and adapt as necessary.
- List the benefits of providing good customer service to both internal and external customers.
- Identify barriers to providing high quality customer service.
- Apply techniques for dealing with angry or upset customers.
- Demonstrate how to measure customer satisfaction levels and take corrective action.
- Develop an attitude to talk more assertively and courteously.
- Finally, developing an action plan to improve overall customer service skills.

Course Content:

- Module 1: Developing Attitude & Values
- Module 2: Building Relationship with Customers
- Module 3: Communicating Assertively
- Module 4: Managing Different Customer
- Module 5: Customer Service Excellence

Methodology:

Highly practical and interactive group & individual exercises will be used to ensure the participants get sufficient practice and exposure.

Target Group

All professionals who would like to strengthen their customer network for business growth.

Trainer - Mr. Prasanna Venkatesan

V. Prasanna Venkatesan is coaching individuals and business units in India and abroad for their personal and professional success. His favorite topics are Leadership Development, Essential Skills Development (generally known as capacity building), Personal Effectiveness, Sales Excellence and Business Development. He has coached over 100,000 individuals who include officials of many top organizations, self-employed and businessmen. He is an Author of 6 books in Tamil and they are well received and admired by people from all walks of life. His books are receiving excellent feedback from the readers and even from celebrities. Incidentally; he is an Advocate in High Court of Madras as well.

Success Coach and Legal Consultant: 2011 - Present.

As inspired by motivational superstars, he fixed his last working day as 31st December, 2010 and he quit his job as decided and started his venture as a Success Coach. Now his service has reached foreign countries also. With proven records, he is strongly establishing as a result-oriented Coach. His article is referred in a Canadian Magazine in the year 2014.

He has a principle of practicing what he preaches. That is why the feedback and results of his sessions are awesome. His inspiring interviews in many Tamil televisions have touched lives of thousands of people in India and abroad.

Notable achievement is that one of his books is placed in all branches of National Library of Singapore. He is practicing as an Advocate in Chennai with a good team of Advocates.

In May 2016, he visited Seattle, USA to study the success secret behind the Pike Place Public Market (the place which inspired Fish Philosophy) on becoming the world's 33rd Most Visited Tourist Attraction. As a result, he developed a workshop called "Pike Place Magic - Productivity through Creativity". This workshop had been successfully launched and receiving great feedbacks.

TRAINING PROGRAMME FEE :

Rs. 3000/-per participant + 18% GST.

GSTIN : 33AFKPG7543M1Z5 SAC CODE : 999293 (Commercial Training and Coaching Services)

It Covers course Material, grand buffet Non veg. Lunch & refreshment

Cheque / DD drawn in favour of "Maxwell Centre for Industrial Training and Development".

Date and Time:

20th December 2018

Thursday

9 am - 5 pm



Venue:

Quality Inn Sabari
Thirumalaipillai Road,
T Nagar, Chennai-600017.

For registration contact:

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