



See more at www.zandax.com/courses/customer-service-essentials

Course information from ZandaX

Customer Service Essentials

Know the value of great customer service

Course duration: 42 minutes of highly focused content (Revisit, review and revise as often as you want)

What you'll learn

- ✓ The Dissatisfied Customer
 - ★ Understand the true, lifetime value of customers
- ✓ The Value Of Customer Service
 - ★ See how great customer service increases the value of customers
- ✓ The Principles Of Outstanding Service
 - ★ Learn what customer service excellence is and how deliver your best
- ✓ The Obstacles
 - ★ Find out how to overcome common obstacles to great customer service
- ✓ Is Everyone A Customer?
 - ★ Understand who your customers are, and the needs they have
- ✓ Identifying Your Customers
 - ★ Understand your different types of customer, and how to satisfy them

What does our Customer Service Essentials course cover?

Use Outstanding Customer Service to Boost Your Brand

There's a big difference between good and outstanding customer service. And companies who don't know this are falling behind as their competitors put this knowledge into action.

The value of a customer isn't just about the purchase they've just made, or what they've bought in the past. It's what they'll do in the future that counts.

So are you falling behind?

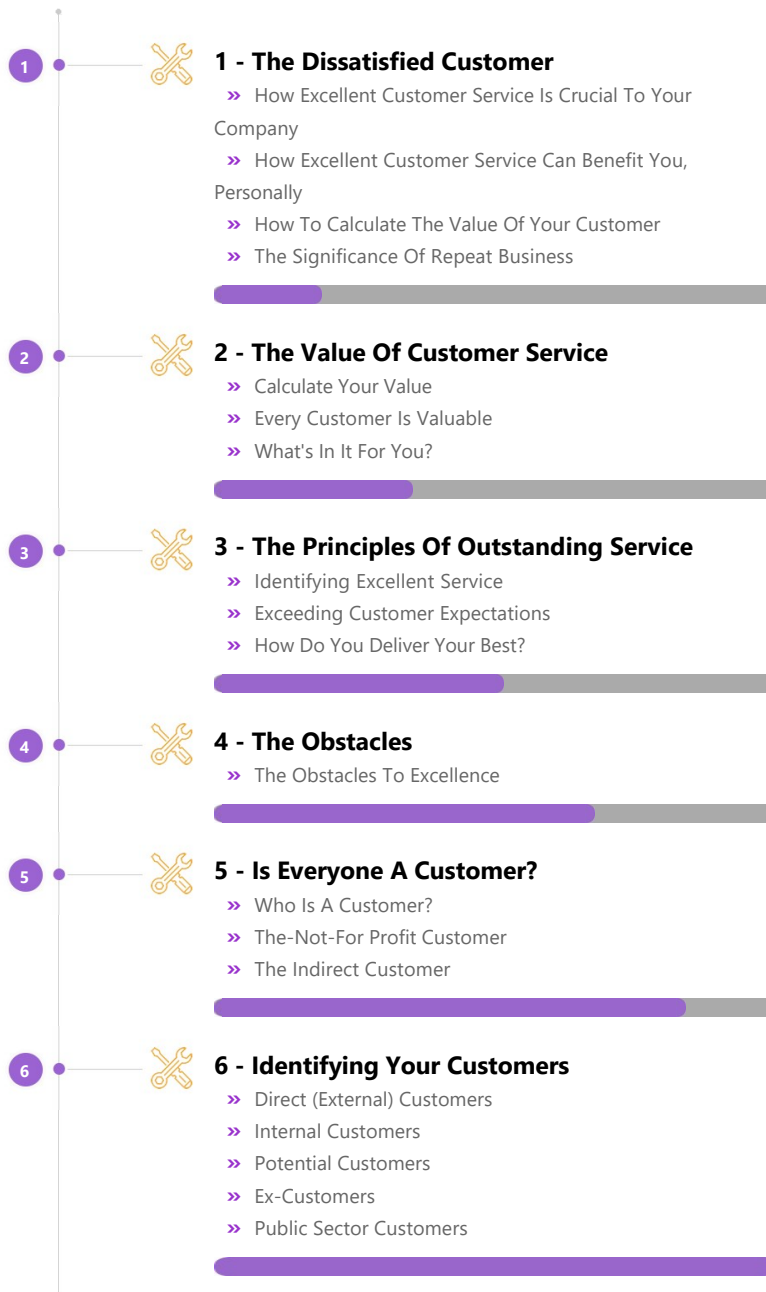
This course helps you to evaluate the true impact of poor and good customer service on your customers and your organisation, and identify where you may need to improve.

This Customer Service Training skills training course, like all our courses, has been developed over many years of classroom and online delivery. Content has been thoroughly researched and is constantly updated so it's always leading edge. It's completely interactive and is full of practical knowledge and solutions.

Still wondering whether to do the course?

Just think about this: how much would you benefit if you had better customer service training skills?

Course content for Customer Service Essentials



More about the ZandaX Customer Service Essentials course

Learn the Value and Methods of Great Customer Service

Provide the best service to your customers

Our Customer Service Essentials course has been developed for anyone who is responsible for resolving customer problems -- whether at a management or an operational level.

We start by dealing with the true value of customers to your company - and to yourself. We then move on to the value of customer service in that calculation.

We show you how to identify what excellent service is, how to deliver your best, and how to overcome common obstacles.

The course ends by outlining the different kinds of customers you have, and how to deal with their needs.

It provides you with a great basis for focusing your customer service efforts in the best possible way.

Watch the modules, revisit them time and again ... and have fun with improving your skills!

Learning format

The course is offered as follows:

You'll learn using easy-to-follow on-screen videos which you can pause, re-run and revisit as often as you like, and also through interactive content with short quizzes and questions appropriate to the course subject. You also get SV that you can use to reinforce your learning.

The course is arranged into modules, each with several lessons. Refer to the course content for more details on what's covered. This combination of videos and interactive content will enable you to get a thorough understanding of the subject.

View this course online

Visit our website at www.zandax.com/courses/customer-service-essentials to view the latest details, including related courses, prices and quantity discounts.

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