

Customer Service

Develop the skills and attitudes required to provide good customer service; problem solving: communication; understanding the customer...

How could customer service be improved?

Activities that give your staff the opportunity to develop the attitudes and behaviours that lead to improved customer service.



Improving the practical behaviours and attitudes which enable excellent customer service

Good customer service involves solving problems, offering solutions, being polite and providing a pleasant experience. Therefore providing good customer service requires people to be empathetic, sincere and understanding.

Customer service activities promote participants to 'feel' and 'see' the impact of their behaviour, both positive and negative, on colleagues and customers leading them to improve their customer service skills. Each activity involves an engaging task and a thought provoking review process

Customer Service programme is a 2-Day course. Customer orientation; realising and believing that business success depend on investing time and effort into understanding and satisfying customers needs, demonstrating a genuine interest in customers

WHO SHOULD ATTEND

Customer Service programme is ideal for anyone in the office, factory or supply chain who needs to understand customer service.

FEEES

- ❖ RM1900 plus 6% SST per participant
- ❖ Enjoy RM 100 discount per participant for registration of three or more participants from the same company and of the same billing source.



The "Experiential Learning" activities are well suited to developing customer service skills

1. **Getting to Know You**
Discussion Topics:
 - Using both information and opinions to make decision
 - Knowing what are assumptions and expectations vs facts
 - The value of team members relating on a personal basis
2. **Gantry**
Discussion Topics:
 - Planning
 - Working together
 - Reviewing progress against objectives
 - Customer focus
3. **The Rig**
Discussion Topics:
 - Project management
 - Understanding the big picture and constraints
 - Communicating within a team
 - Basic finance
4. **Promises Promises**
Discussion Topics:
 - Leading different teams at the same time
 - Understanding and working with priorities
 - Managing changing situations
 - Satisfying customers needs
5. **Transport**
Discussion Topics:
 - Understanding the overall objectives and constraints
 - Planning
 - Teams working on related tasks in different locations
 - Communicating effectively between inter-department teams
6. **Carts and horses**
Discussion Topics:
 - Understanding the overall objective
 - Planning and revising plans
 - Inter-team communications
 - Instructing
7. **Over The Bridge**
Discussion Topics:
 - Core Team Skills
 - Customer Focus
 - Identifying Objectives
 - Quality Standards

Transform your training with experiential learning activities !!

CUSTOMER SERVICE

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2-Day Course Outline

- DAY 1 :
9:00AM
to
5:00PM
- 1. Getting to Know You (15 minutes)**

Working as one team, the group has to place all team members on a continuum that is based on information that is personal but not private, e.g. length of service, time taken to travel to work, etc. of the members. No individual may give any information about themselves, it all has to be worked out by the group using information that is already known or assumed. Once the order has been agreed group members place each other where they should be, which is not straight forwards either! Only then can individuals reveal the true information.
 - 2. Gantry (60 minutes)**

A competitive activity to help participants understand the importance of customer orientation, establishing and working to priorities, planning (and revising plan), estimating costs and working within a set time frame.
 - 3. The Rig (1 – 2 hours)**

The aim is to make money by producing a model oil rig. The value of the oli rig depends on set criteria and everything has a cost. The group has freedom to organise itself in anyway it wishes, but 3 set locations (tabletops) where sub-assemblies must be made before they are moved to the final assembly area.
 - 4. Promises Promises (2 – 3 hours)**

The leader has promised that two teams will each deliver a price and a product within a set time. Each team has different constraints but the tasks seems achievable. Very quickly the stores become a major bottle neck and the promises become daunting. As pressures mounts the need for the manager to focus on the key issues (meeting customer needs and managing human resources) is critical
- DAY 2 :
9:00AM
to
5:00PM
- 1. Transport (1 – 2 hours)**

Two teams that work in a different locations have the opportunity to meet in a third location. The teams have to work together to build an articulated truck and two skips that can be transported by the truck. One team has to build the tractor unit and a skip that can hold all of the unused materials, the other the trailer and a skip for any scrap that is produced.
 - 2. Carts and horses (1 – 2 hours)**

Using similar components, 2 or 3 teams work independently to assemble a model of their own design. Then, using only face to face, verbal and telephone communications (nothing written or drawn) each team has to build an exact replica of another team's model. The task becomes more complicated because each group has enough components to create one model at a time.
 - 3. Over The Bridge (4 hours)**

Over the Bridge is an an innovative way to introduce and develop team skills. It is a two part activity: part one introduces the concept and part two provides an opportunity for performance improvement.