

After Sales Customer Service (1 Day)

Course Outline

I. Identify the Nature of a Variety of Customer Queries

- A. Greet and Acknowledge the Customer
- B. Confirm the Customer's Identity and Authority on the Account
- C. Questioning Skills
- D. Active Listening Techniques
- E. Take Ownership of the Query

II. Discuss and Propose Possible Options and Solutions

- A. Identify and Propose Alternatives and the Implications of Each Alternative to the Query
- B. Supply Specific Information Requested
- C. Recognise and Present Cross-Selling Opportunities
- D. Reach a Verbal Contract

III. Attend to the Customer Query

- A. Reach Agreement to a Specific Solution
- B. Record Customer Requirements
- C. Attend to Customer Requirements
- D. Confirm Client Satisfaction Verbally
- E. Obtain Customer Ratings

Training Plan

Training Objectives:

1. Gain knowledge on how to identify the nature of customer queries
2. Develop skills to discuss and propose options and solutions to queries
3. Gain knowledge on how to reach a verbal agreement
4. Develop skills to reach, record and confirm an agreement
5. Identify the level of customer satisfaction

Materials and Resources:

- Case studies
- Role-Playing Scenarios
- Handouts and worksheets

Training Methodology:

- Face-to-Face Class Attendance at ENJO Consultants according to the training schedule.
- Virtual Attendance via MS Teams according to the training schedule.
- Training can also be presented at the company's premises.
- Virtual Attendance via MS Teams specifically tailored for the client's staff.

Assessment and Evaluation:

- Short quizzes or knowledge checks throughout the day.
- Optional Assessments depending on the client's requirements.

ENJO Consultants (Pty) Ltd

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ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302
Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC



This training plan aims to provide a comprehensive understanding of emotional intelligence and its practical application in a corporate setting. Adjustments can be made to tailor the course to the specific needs and goals of the corporate clients.

Certification

- Short Courses are Non-Accredited Training.
- A Certificate of Attendance will be issued after the training.

Bookings

Telephone: 012 667-1985

Email: training@enjoconsultants.co.za

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