

Administrative Career Training and Recruitment Agency

www.admincareerstt.com / actira.tt@gmail.com

Contact: 303-4208

Customer Service Representative (CSR) Training Course

Customers are the most important people for any organisation. They are the resource upon which the success of the business depends. A company's most vital asset is its customers. Without them, you would not and could not exist in business.

Good customer service skills are required in every business. Good customer service maintains current customers and helps attract new ones. The practice of effective customer service should be present on the show floor at all times.

Benefits of the course:

1. Repeated Business
Once customers are happy and pleased, they will return to your organization. This helps you to maintain customer loyalty.
2. Referral Customers
Happy and satisfied customers will advertised your business by word-of- mouth. This action will give you new customers and reduce your advertising cost.
3. Enhanced Image
Customers can build and give your business a better reputation.
4. Fewer returns and complaints
5. Competitive Advantage
Many businesses are turning to excellent customer service to differentiate themselves from their competitors. This allows them to achieve a competitive edge over their competitors.

6. Increase in Sales and Maximize profits

Achieving all of the above will lead to the most rewarding objective, which is increase in sales and profits.

CSR Training Course Outline

The following are the topics to be covered in the CSR Training course.

- Introduction to Customer Service
- What Customer Service means
- Developing a friendly customer approach
- Professional qualities in Customer Service
- Effective Communication skills in CSR
- Dos and Don'ts of Customer Service
- Handling difficult and irate customers
- Up-selling, Cross-selling and closing the sale
- Key elements in Customer Service
- CSR Traits to adopt and practice
- Benefits of good customer Service

Price: \$350.00 per person

Duration: to be completed in 3 hours

A test will be given at the end. All candidates achieving 65% and over will receive their certificates

Light refreshments will be provided

Please note the following

The maximum amount of persons per session is eight (8).

If you sending 5 persons and more, a discount will be given to you

Only Cash and Cheque payments are accepted, full payments must be made in advance

All cheques are to be written to

CSR training course are to be booked in advance and full names of all individuals attending the course must be provided.

Writing materials (paper and pencils) will be provided by the Institution

Certificates will be delivered 3 working days upon completion of the course