

GET ACCESS TO THE FULL COURSE TODAY



Category:
Customer Service

No. of Modules:
03

No. of Parts:
12

No. of Quizzes:
03

CUSTOMER SERVICE TO CUSTOMER DELIGHT

Syed Huzair



INSTRUCTOR'S PROFILE



SYED HUZAIR

With over 14 years of diverse industry experience spanning FMCG, Manufacturing, Education, Healthcare, and Retail Pharmacy Chain sectors, Huzair brings a wealth of knowledge and expertise. He has held positions in renowned organizations such as National Foods, Lucky Cement, Aga Khan University, Aga Khan University Hospital, and DVAGO.

As the founder of Navigation Management Consulting, Huzair is deeply committed to enhancing both mindsets and skill sets, guiding individuals and organizations towards meaningful achievements. His dedication to this mission is reflected in his professional journey and his steadfast support for clients. Whether through coaching individuals or consulting with organizations, Huzair is driven to empower others to realize their full potential and succeed in their endeavors.

WHO SHOULD GET ACCESS TO THE COURSE ?

This course equips professionals with practical skills, enhancing their effectiveness and career growth. It drives success through actionable knowledge.



Sales Professionals



Entrepreneurs



Brand Managers



Call Center

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COURSE DESCRIPTION :

This course emphasizes a customer-focused approach, placing customers at the core of sales initiatives. It explores fostering this approach through mindset and behavior in your company. Participants will learn to build strong client relationships, demonstrating empathy, effective body language, and verbal communication. The course addresses tailoring solutions to connect with customer needs and includes strategies for handling difficult customers, team management, and integrating leadership approaches used by successful CEOs into personal styles.

LEARNING OBJECTIVES:

- Increasing their awareness of the importance of customer service levels.
- Learn the latest cutting-edge techniques to provide a first-class service
- Learn how to make a positive first impression on the customer
- Customer satisfaction survey evaluation

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- INTRODUCTION

- MODULE - 1

- what is Customer Service
- Service Is Intangible
- Two Dimension of Services Part-1
- Two Dimension of Services Part-2
- What Is Service Recovery

- MODULE - 2

- 5-Key Elements of Quality Customer Services
- Reliability

- MODULE - 3

- How Can You Achieve Delightion
- Hit The Right Spot
- Make Personal Connection
- Produce Service That Delights
- Be a Trusted Advisor