

Kingshuk Bhadury Training Consultancy

Specialist in Behavioral & Soft Skills Training

accentuating performance...



Delivering Customer Service Excellence

***C-302, Simran Corner, Near Govind Garden Restaurant
Pimple Saudagar, Aundh Annexe, Pune-411027
Mobile: 9923017290 Email: bhadury.kingshuk@gmail.com
Website : www.kingshukbhadury.com***

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2 Days Workshop On **Delivering Customer Service Excellence**

“ The single most important thing to remember about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer.”

Customer Service is regarded by many business commentators, researchers and managers as one of the single most powerful weapons for ensuring any company's survival in today's highly competitive marketplace-along with new forms of information technology. It is central to an organization's development, as it is often the only thing that distinguishes one supplier from another. Present day companies are realizing that the revolution has started and good business means repeat business. This workshop targets at creating a “ Service Culture “ amongst the people and in turn provide a “ Service Driven Organization” where the company is focused on what their customers constantly require. The workshop will impart a practical customer service training which will give all participants an understanding of its use in today's work environment.

This workshop will help you in,

- **Understanding your personal resource graph in Customer Service**
- **Understanding Customer Satisfaction in your business**
- **Be aware of the Customer Interaction Cycle & “Moments of Truth”.**
- **Incorporating the best customer service behaviors**
- **Building Customer Relationships**
- **Handle customer complaints effectively**
- **Enhancing your skills to professionally deal with different service situations.**

Workshop Contents:

Service Level Diagnosis
Internal & External Customers
Keys to Customer Satisfaction
Customer Service Communication
Dealing with Customers
Service Recovery Techniques

Understanding Customers
Customer Expectations
Moments of Truth
Customer Interaction Cycle
Building Relationships
How to deal with 'NO'

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Workshop Methodology:

The workshop has been designed such that you have a complete learning experience with thorough industry relevance. The following methodologies will ensure this...

- *Slide Presentation*
- *Management Games*
- *Discussions*
- *Group Exercises*
- *Role Plays, Simulations, Case Studies*
- *Video Based Discussions & Exercises*



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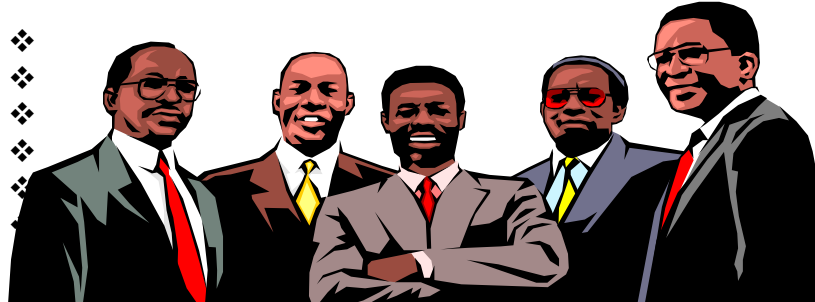
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OTHER KEY WORKSHOPS:



- ❖ **Customer Delight- “Delivering Customer Service Excellence”**
- ❖ **Art of Effective Selling**
- ❖ **Mastering Win- Win Negotiating Skills**
- ❖ **Interpersonal Communication**
- ❖ **Leadership & Team Building**
- ❖ **Presentation Skills**
- ❖ **Campus to Corporate (30 hours induction for new entrants)**
- ❖ **Conflict Management**
- ❖ **Time Management**
- ❖ **Train the Trainer**

For further details on each Workshop refer to www.kingshukbhadury.com

METHODOLOGIES:

PowerPoint Presentations, Role plays, Exercises, Video Clippings, Interactive Sessions, Group Discussions, Management Games & Exercises

Other than the programmes mentioned above, workshops are primarily customized as per requirement. For any further details on each of the workshops, feel free to get in touch.

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