

Training Title

THE KEY TO CUSTOMER SATISFACTION

Training Duration

5 days

Training Venue and Dates

ML021	The Key to Customer Satisfaction	5	12 – 16 Feb. 2024	\$5,500	Dubai, UAE
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In any 5-star hotel. The exact venue will be intimated once finalized.

Training Fees

\$5,500 per participant for Public Training. Fees Includes Course Materials/Handouts, Tea/Coffee, refreshments, International Buffet Lunch.

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

TRAINING DESCRIPTION

Businesses lose valuable clients when clients are not satisfied. This course is based on material developed by one of the world’s leading institutes in the USA, in customer satisfaction and will lead to high quality services for your customers. It helps you satisfy customers and be the best and most reliable business in the region.

- Keep Customers
- Build market share.
- Improve the performance of the entire workforce so that they develop a culture of delivering superior customer service.

TRAINING OBJECTIVE

- Your key to customer Satisfaction
- The Language of Positive Communications
- Value Added Services
- Total Quality Service

TRAINING METHODOLOGY:

This training program is lecture-based and customized to the needs of the audience, providing meaningful experience for personnel that work in petroleum plants. Daily sessions include formal presentation, prepared in the Power Point, interspersed with directed discussions and case study.

DMCT/OL/9/18(Rev3Dt:23/9/18)

In addition to formal lectures and discussions, the delegates will learn by active participation through the use of problem-solving exercises, group discussions, analysis of real-life case studies etc. All attendees receive a course manual as a reference.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & General Discussions

WHO SHOULD ATTEND?

This course is designed to help front office employees and receptionists, salespersons and call center employees.

COURSE OUTLINE

- Your key to customer Satisfaction
- Teamwork Development
- Handling Complaints and the Irate Customer
- The Language of Positive Communications
- Effective Questioning and Listening
- Exceeding Customer Expectations
- Value Added Services
- Effective Telephone Techniques
- The Art of Satisfying Customer
- Service Recovery
- Empowerment
- Total Quality Service

NOTE:

Pre & Post Tests will be conducted.

Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.

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