



Course Name

SERVICE EXCELLENCE IN A CALL CENTRE ENVIRONMENT

This Course Is Designed To Be Interactive And Participatory, And Includes Various Learning Tools To Enable The Participants To Function Effectively And Efficiently.



Reach New Heights | Training & Consulting
An ISO 14001:2015 ISO 9001:2015 Certified Company



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Duration:
Five Days



Location:
TBD



Date:
TBD





Few Words About Boost

Our solutions are fully customized and designed based on the needs of our clients

BASED IN ABU DHABI
SINCE 2001
WE HAVE A PROVEN TRACK



VISION

"The only thing worse than being blind is having sight but no vision".

To be recognized as the partners' first choice in the field of Learning and Development locally and globally



MISSION

Enable our partners achieving their objectives

by designing innovative learning and development solutions which will boost people performance and business results as well.



VALUES

Driven by five core values which will form the basis for every decision...

- ✓ Result Orientation
- ✓ Partners' Success
- ✓ Passion
- ✓ Commitment
- ✓ Innovation

Why Us?

- 01 Interactive Engaging Courses
- 02 Recognized Certificates
- 03 Wide Range Of Training Subjects
- 04 Global Training Centers
- 05 In-House & Customized Courses
- 06 Internationally Certified Instructors
- 07 Advanced Reporting System



10,000 People Trained a Year, with 98% Satisfaction Rating

Our talented team of international instructors have exceptional credentials complemented by practical, real-world experience.

SUSTAINABLE SUCCESS

Ever since the firm was founded, Excellence, in one form or another, was part of its credo. The prospect of doing a good job might help a company climb the success ladder but it won't keep the company 'up there'.



American Welding Society
EDUCATIONAL INSTITUTION MEMBER





COURSE INTRODUCTION

SERVICE EXCELLENCE IN A CALL CENTRE ENVIRONMENT



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Call Centre Is A Critical Part Of Any Growing And Developing Company In The Modern Business World. Getting Poor Service From A Call Centre Will Cost Any Company Or Business Its Clients And Customers. Call Centre Advisors And Agents Is Required To Be Well Organised, Respond Positively To Customers, And Provide The Solution Customers Expect. Thus, The Need For Confidence And Skills That Build Rapport With Clients.

This 5-Day Boost Training Course Is Designed To Improve The Professionalism Of The Employees And Achieve Excellence In All Service Levels In The Call Centre. This Course Will Provide Participants With The Knowledge Of Professionally Interacting With Clients And Sharp Awareness Of Customer's Expectations To Achieve Strong Client Focus.

OBJECTIVES

AT THE END OF THE TRAINING COURSE, PARTICIPANTS WILL BE ABLE TO:

- ✓ Enhance external and internal customer relationships by delivering a consistent and excellent customer service.
- ✓ Develop the skill to communicate and interact with customers in a caring and responsive manner.
- ✓ Efficiently and successfully resolve queries, supply relevant information and conclude every interaction on a positive note.
- ✓ Achieve and systematically maintain the operational excellence of the Call Centre.
- ✓ Improve the level of client service and impact the overall customer experience.

TRAINING METHODOLOGY

This Course Is Designed To Be Interactive And Participatory, And Includes Various Learning Tools To Enable The Participants To Function Effectively And Efficiently. The Course Will Use Sessions, Exercises, And Case Applications, And Presentation About Proven-By-Practice Methods, New Insights And Ideas That Will Grow The Participant's Strategic Thinking Skills.





Course Outline

SERVICE EXCELLENCE IN A CALL CENTRE ENVIRONMENT



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SERVICE EXCELLENCE IN THE CALL CENTRE

- ✓ It's all about people - customer needs and expectations
- ✓ Analysing service levels in the context of the customer
- ✓ Portrait of a Call Centre Agent
- ✓ The dimensions of service quality
- ✓ Evaluate your own customer service levels



EFFECTIVE COMMUNICATION - A VITAL TOOL FOR EXCELLENT CLIENT SERVICE

- ✓ Channels of communication
- ✓ Improving your listening, questioning and explaining skills
- ✓ Essential assertiveness - improving confidence and self esteem
- ✓ Value and impact of communicating a positive image and attitude
- ✓ Shifting communication styles with different personality types
- ✓ Explore ways of dealing with different customer-types in all situations
- ✓ Handling conflict



TELEPHONE ETIQUETTE PRINCIPLES

- ✓ Importance of answering the call promptly and professionally
- ✓ Greetings - answering the telephone according to organisational standards
- ✓ Positive language
- ✓ Weak words and expressions to avoid
- ✓ Closing conversations
- ✓ Voice - articulation and modulation
- ✓ Pronunciation - a word about accent
- ✓ The unloading rate of language
- ✓ Difficulty with other languages
- ✓ Top ten professional phrases for the telephone





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DEALING WITH CUSTOMER COMPLAINTS

- ✓ Principles for handling the irate customer
- ✓ Identifying the root causes of the problem
- ✓ Managing conflict
- ✓ Solution vs. problem orientation
- ✓ Using the complaint to improve service



BUILDING EXCEPTIONAL CLIENT SERVICE RELATIONSHIPS

- ✓ Client service and the concept of the 'Moment of Truth'
- ✓ Reliability - getting it right first time
- ✓ Consistency and dependability - keeping promises
- ✓ Responsiveness, promptness - a sense of urgency
- ✓ Going the extra mile – adding value





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T H A N K Y O U

For any clarification or information. Please do not hesitate to contact us

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