



Customer Service & Handling Complaints

Overview

This one-day session will help individuals focus on the importance of customer service with a focus on:

- Meeting and greeting the customers
- Finding out and delivering customer expectations
- Quality of experience
- Creating opportunities to sell drinks during service
- The basics of good customer service and sales

Course Content

What is Customer Service? (1 hour presentations)

- First Impressions with Personal Brand and Professional Standards
- The Science of Persuasion
- Customer Service Strategy
- Features and Benefits
- The G.I.F.T.S. theory
- Communication
 - Active Listening Skills
 - Questioning Skills
 - Building Rapport and Trust
- Improving your approach with lasting Impressions
- Handling Customer Complaints
 - Don't take it personally!
 - Offering solutions
- Applying your learning to work