

CUSTOMER CARE WORKSHOP



Conducted by

**Nikhil Desai, International Speaker, Motivator, Trainer &
Director, The Centre For Excellence**

WHY THE CUSTOMER CARE WORKSHOP?

Good customer care is the key to the success of any organisation.

This workshop provides participants with the necessary skills to understand and exceed customer expectations. This will not only result in customers who will return but also increased job satisfaction, staff morale and motivation – all of which will have a positive impact on business performance.

OBJECTIVES

To enable the participants to focus on CARE:-

- **Communication** : Developing the skills of positive communication
- **Accountability** : Being proactive and taking responsibility
- **Respect** : Valuing customers as very important
- **Excellence** : Identifying & exceeding customer expectations

CONTENTS

- The importance of customer care
- Customer first approach
- Active listening
- Dealing with complaints
- The cost of dissatisfied customers
- Handling difficult customers
- Managing internal customer relations
- Going the extra mile
- Examining best & worst service experience
- Communicating effectively on telephone
- Non-verbal communication

FOR WHOM

Employees responsible for Customer Service, Sales, Front Office, Reception, Customer Relations, Service Engineers and anyone in a service function having an impact on customers, whether face to face or over the phone will find tremendous value from this workshop. Even those executives who have only occasional contact with customers will benefit greatly.

METHODOLOGY

This program is highly interactive, participative and experiential. The Workshop takes place in an enthusiastic, warm and inspiring atmosphere using the most appropriate and interesting methods of training.

TESTIMONIALS

This program has value added thoughts and feelings for external and internal customers

Mr. Nikhil Desai was deeply committed

He is an excellent faculty

Recommended for all TCS Associates to attend this program

Thank you Nikhil – My take home was useful in every session of the program.

- Shiraz Karkaria – Learning Manager – Tata Consultancy Services

I really enjoyed the workshop. It was participative. It gave an insight into the basics of customer care.

I have all the internal customers and I realized that I could use techniques learnt today even with employees at large!

My learnings:

Be empathetic, understand customer needs and focus on “delight needs”

Thank you so much Nikhil!

- Prachi Kelkar – Bhide – People Dev. Specialist - Ciba

The program was excellent as it gave me many ideas and tips gathered during the course which can be implemented in practical working in our bank.

In short, it is a very fantastic program.

- Hiru Wadhwani – Sp. Asst. – Bank of India

It was an excellent and interactive workshop. It involved participation of every candidate. Should keep on continuing such sessions.

- Kalpana Pillai – Executive – Lanxess

Excellent program! Everyone in the customer care/marketing/back office should attend at least one time.

I felt very comfortable in this workshop & learnt more about customer care which is useful every day in my official life.

Learnings:

1. How to handle customers
2. Solve the customers problem
3. Quick service to the customer
4. Effective Listening

- Vishwas More - Junior Officer - Aspinwall

One has got to be a peoples' person. As the 'customer' rules the roost, we as a service provider, need to take 'utmost' care of the customer.

This 'Customer Care Workshop' emphasized on the care factor in a very enriching and empowering manner. Taken the invaluable cues from the session, which will be certainly recommended and passed on to several people.



Mr. Nikhil Desai has done a wonderful job at imbining his values, teachings and learnings to various individuals in a big way!

Mr. Desai, keep up the good work!!!

Thank you.

- Avanti Nirmal - Marketing Co-ordinator - Metform Corporation

Date : 09th February, 2012 **Time:** 9.30 a.m. to 5.00 p.m.

Venue : Sea Princess Hotel, Juhu Tara Road, Juhu Beach, Santacruz West, Mumbai - 49

Investment : Rs.7,200/- Plus 10.30% Service Tax (Rs.7,942/-) Per Program Per Participant
Rs.6,800/- + 10.30% Service Tax (Rs.7,500/-) per program per participant (for 3 or more participants)

(Including fees, course material, certificate of participation, lunch & refreshments)

RETAINING & CREATING CUSTOMERS FOR TOMORROW!