



Target Audience

- Front Liners
- Retailers
- Bankers
- Telemarketing company employees
- Insurance workers
- Hospital and clinic staff
- Hospitality employees
- Automotive company employees
- Salespeople

Additional Benefits

- Highly skilled professional LAU – CEP trainers
- Small class size for direct interaction with participants
- Quality control program implementation
- Workshop calendar suitable for working participants
- Industry proven resources used as support material for workshops

LAU-CEP attendance certificates will be provided upon the completion of each workshop.

Contact Information:

CEP
Tel: 01-786456 Ext. 1953
www.lau.edu.lb/cep
cep.beirut@lau.edu.lb

For corporate training, pre and post skill assessments are available

Information on external funding is available upon request



Certificate in Customer Service Excellence

Your Corporate Education Partner ...
Beyond Standards



Certificate in Customer Service Excellence

- Mastering Customer Service Skills
- Leading Customer Service Teams

Mastering Customer Service Skills

Duration: 12 hours

Customer service is truly an art that can be mastered if the proper techniques are used. This workshop will discuss how employees can positively transform situations by being aware of customer needs, improving skills in dealing with customers, increasing self-worth and improving communications and cooperation with other employees.

» » » » > Agenda

- 🕒 What is Customer Service?
- 🕒 Who Are Your Customers?
- 🕒 Meeting Expectations
- 🕒 Presenting Yourself Properly
- 🕒 Setting Goals and Targets
- 🕒 Standards
- 🕒 Communication
- 🕒 Telephone Techniques
- 🕒 Managing the Talkative Caller
- 🕒 Dealing with Difficult Callers
- 🕒 Dealing with Challenges
- 🕒 Increasing Your Assertiveness
- 🕒 Dealing with Difficult People
- 🕒 Dealing with Conflict
- 🕒 The Problem Solving Process
- 🕒 Seven Steps to Customer Problem Solving
- 🕒 The Recovery Process
- 🕒 Eliminating Customer Service Problems
- 🕒 Service PRIDE is a Team Effort
- 🕒 Doing Your Part
- 🕒 Dealing with Stress

» » » » > Workshop Benefits:

- Recognize that Service Delivery is an Individual Response Value
- Understand how an Individual's Behavior Impacts the Behavior of Others
- Develop more Confidence and Skill as a Problem-Solver
- Communicate more Assertively and Effectively
- Make Customer Service a Team Approach

Leading Customer Service Teams

Duration: 24 hours

Leading Customer Service Teams is an interactive workshop that enables managers and supervisors to EMPOWER their work-force by creating a work culture characterized by superior service, developing teamwork to increase productivity and revenue, and produce positive changes in the behavior of the participant's quality service team.

» » » » > Agenda

- 🕒 Manager and Customer Service Excellence
- 🕒 Fundamental Concepts of Customer Service Teams
- 🕒 Setting and Communicating Objectives
- 🕒 Putting the Customer First
- 🕒 External Customer and Internal Customer
- 🕒 Gathering, Analyzing and Interpreting Customer Feedback
- 🕒 Coaching
- 🕒 Human Emotional Resources
- 🕒 Action Centered- Leadership
- 🕒 Creating a Customer Focused Culture
- 🕒 Team Communication
- 🕒 Delegation and Empowerment
- 🕒 Risk Assessment in Customer Service Teams
- 🕒 Handling Conflict
- 🕒 A Positive Approach to Complaints
- 🕒 Using Customer Service as a Competitive Tool
- 🕒 Empower to Innovate

» » » » > Workshop Benefits

- Manage Customer Service Effectively and Proactively, through Motivating and Inspiring your Teams
- Identify Clear Standards for Quality and Customer Service
- Meet Customer Needs through Strong Commitment
- Increase Teamwork and Collaboration toward Shared Service Goals
- Identify Techniques for Continuous Quality Improvement in Service Delivery and Teamwork
- Creating a Culture that Supports Great Customer Service
- Coach, Inspire and Empower your Teams

