



CUSTOMER SERVICE TRAINING

Register Now!!

Call NISE at 426-4186 to discuss how you can combine the workshops to fit your needs.

CONVENIENT
RESULTS DRIVEN
COST EFFECTIVE

Customer Service 101

- Who Is The Customer
- What Is Customer Service
- Benefits Of Excellent Service
- How Customers Create Revenue
- First Impressions Count
- Identify And Meeting Customer Expectations
- Professionalism Under Pressure
- Attitude Is Everything
- Appreciate That Internal Service Is Just As Important As External
- It's Your Responsibility

June 18th, 2013
July 2nd, 2013
September 17th, 2013

Effective Communication Building Customer Relationships

- Putting Your Best Ear Forward
- Ridding Yourself Of Listening Inhibitors
- Appreciating The Power Of Words
- Use Persuasive Language
- Expanding Communication Skills To Get Along Easily
- Body Language Says It All - Keep A Positive Posture
- Email And Telephone Etiquette
- Calming The Storm: Handling Difficult Customers
- Building Rapport With Your Customers
- Jumping In With Both Feet - Building Relationships With Customers

June 19th, 2013
July 3rd, 2013
September 18th, 2013

Enhancing the Customer Experience

- Using Systems To Deliver Service Excellence
- Creating The "WOW" Experience
- Processing Customer Information
- Resolving Customer Service Problems
- Delivering Service Excellence Through Team Work
- Removing Service Run-Arounds
- Building Your Service Nets
- Measuring Customer Satisfaction
- Laws & Codes Of Practice Affecting Customer Service
- The "You" Factor

June 20th, 2013
July 4th, 2013
September 19th, 2013

Any 1 Workshop per person - \$ 235 VAT Inclusive
Any 2 Workshops per person - \$ 360 VAT Inclusive
All 3 Workshops per person - \$ 485 VAT Inclusive

Customer Service Training

This training programme which consists of three training workshops, "Customer Service 101", "Effective Communication Building Customer Relationships" and "Enhancing the Customer Experience" aims to increase the participants' understanding of their role in shaping the customer experience. It is designed to equip participants with the skills to communicate professionalism, gain respect, enhance customer relationships and secure an overall competitive advantage through customer service excellence.

WHO SHOULD ATTEND

Customer Service Professionals, Sales Persons, Receptionists, Key Front Line Personnel, Front Line Supervisors and other interested individuals.

BENEFITS

In these workshops, the participants will learn about customer service and its relation to business success, the meaning of "good service," and what the customer expects. Participants will explore their personal service styles and how to adopt a customer service approach that provides consistently good service. Having successfully gone through the programme participants will be able to:

- Deliver more efficient service
- Meet and exceed customer expectations whilst satisfying their needs
- Bring the best of themselves to customer service transactions
- Create a memorable experience for the customer
- Use non-verbal & verbal communication to effectively assist customers in a professional manner
- Recognise the signals of customer irritation and be able to respond appropriately to quickly finding a workable solution to customers' problems
- Increase/enhance credibility with customers
- Manage stressful situations more effectively
- Make connections with the role of individuals, and businesses in the growth and development of our service based economy
- Articulate a vision of personal excellence

For more information, please contact:

National Initiative for Service Excellence, Building 4, Harbour Industrial Park, St. Michael, Barbados
Ms. Nadia Jemmott, Training and Development Assistant at 426-4186; Fax: 429-1257; Email: njemmott@nisebarbados.org

Or

Ms. Kimberley Hunte, Administrative Assistant at 426-4186; Fax: 429-1257; Email: khunte@nisebarbados.org

Website: www.nisebarbados.org

Assessment & Evaluation Method

Throughout the programme participants will be evaluated through a number of methods:

In Class

Training in a relaxed environment allowing for trainer observation, oral questioning and open dialogue with participants. This method of evaluation is critical as it allows the trainer to assess both the knowledge acquired and the participant's ability to communicate. Oral questioning arouses the participant's interest in the subject area, and gauges the development and pace of his/her understanding.

Role-Playing

This allows for the exchange of knowledge between participants and makes the sessions come alive with even greater interaction.

Completion of In Class Exercises

This allows the trainer to assess the participant's understanding and retention of specific concepts and information that may be covered.

Class Discussion

This allows for the exchanging of ideas and open discussion in an environment where active learning is encouraged. It allows for direct interaction between the trainer and individual, and allows for clarification, follow-up questions, and further probing.

Training Materials

Participants attending a one day workshop will receive Workshop materials and handouts. Those attending two or more workshops will receive The Best Practice Guide for Customer Service Professionals in addition to the workshop materials and handouts.

Certification

Participants will receive a certificate of participation on successful completion of the entire programme.

REGISTRATION FORM

PLEASE PRINT CLEARLY

() Mrs. () Ms. () Mr. Last Name: _____ First Name: _____

Name of Company (if applicable): _____

Address: _____

Address: _____

Telephone: _____ Fax: _____ Email _____

Kindly Indicate your Choice(s) of Workshop(s) and the date(s) preferred:

All workshops are from 9:00 am – 4:30 pm

- | | | |
|---|---|--|
| <input type="checkbox"/> Customer Service 101 | <input type="checkbox"/> Effective Communication | <input type="checkbox"/> Enhancing the Customer Experience |
| <input type="checkbox"/> Tuesday – June 18, 2013 | <input type="checkbox"/> Wednesday – June 19, 2013 | <input type="checkbox"/> Thursday – June 20, 2013 |
| <input type="checkbox"/> Tuesday – July 2, 2013 | <input type="checkbox"/> Wednesday – July 3, 2013 | <input type="checkbox"/> Thursday – July 4, 2013 |
| <input type="checkbox"/> Tuesday – September 17, 2013 | <input type="checkbox"/> Wednesday – September 18, 2013 | <input type="checkbox"/> Thursday – September 19, 2013 |

REGISTRATION AND CANCELLATION POLICY: Deadline for registration or cancellation of any workshop is 3 business days prior to the workshop. All cancellation requests must be submitted by email or fax. Requests for cancellations received after the 3 day minimum will be subject to a cancellation fee of Bds\$50.00 per person. Substitutions are allowed. There will be no refund for no-shows. By completing and returning this form, I agree to the terms of the registration.

Name: _____ Signature: _____

All Registration Forms should be returned to NISE by fax 429-1257 or via email.

Payments can be mailed or delivered to NISE prior to the workshop at Suite 102, Building 4, Harbour Industrial Park, Bridgetown, BB 11000. **Please make all cheques payable to NISE Inc.**

Should you require further information please feel free to contact Ms. Nadia Jemmott Training and Development Assistant at 426-4186 or Email njemmott@nisebarbados.org.

Or

Ms. Kimberley Hunte, Administrative Assistant at 426-4186 or Email khunte@nisebarbados.org.

The National Initiative for Service Excellence Inc. reserves the right to cancel under-subscribed workshops.

Registration Fees

Any 1 Workshop - \$235 VAT Inclusive

Any 2 Workshops - \$360 VAT Inclusive

All 3 Workshops - \$485 VAT Inclusive

Registration Fee includes coffee breaks, lunches, and participant's material.

FOR INTERNAL USE ONLY:

TOTAL AMOUNT \$ _____ Date Form Received: ____/____/____ Date Payment Received: ____/____/____