



**SOFT
SKILLS**

Customer Service Skill Course

Project Based Immersive Learning Course

Course Overview

Sambodhi and Education Nest offer a comprehensive Customer Service training course that provides learners with the necessary skills and knowledge to provide exceptional customer service. This course covers the fundamentals of customer service, including understanding customer expectations, improving customer experience, handling complaints, and dealing with stress. With the rise of the tech industry, there is a growing demand for IT customer service and support professionals. This course is an ideal entry point for individuals seeking to start a career in IT, as it provides access to a variety of well-paying job opportunities. With the Customer Service Fundamentals course, learners can kickstart their career in customer service and take advantage of the exciting opportunities available in the industry.

Benefits of Customer Service Skill Course :

Individuals who complete a customer service training course are better equipped to contribute to the overall success of their organization. By providing exceptional customer service, they help to build a positive reputation for the business and attract new customers. After training participants shall benefit at a personal level in the following manner:

- Enhanced knowledge and techniques of sales representatives lead to more professional handling of challenging situations, empowering and motivating them for better performance.
- Increased preparedness of the sales team results in improved morale, leading to higher productivity.
- Improved communication and listening skills.
- Progressive customer dealing skills development to advance their career.
- Improved emotional connection and empathy with customers resulting in timely achievement of targets by participants.

Who should learn:

- Customer service representatives
- Sales representatives
- Customer Relationship Managers
- Sales Analysts
- Call center agents
- Senior Marketing Managers
- Hotel and hospitality staff
- Healthcare providers and staff
- Financial service providers
- Retail employees

Designations:

- Customer service representative
- Customer service associate
- Customer support specialist
- Customer experience specialist

Why Customer Service Skill Course from Education Nest

- **Free Demo on Request**
- **Live Interactive Learning**
- **Lifetime Access**
- **Flexible Schedules**
- **24x7 Support**

- **One on One Doubt Clearing**
- **Real Time Project-Based Learning**
- **Certificate Oriented Curriculum**

Key Skills Covered:

- Active Listening:
- Empathy
- Communication Skills
- Problem-Solving
- Time Management
- Product Knowledge
- Conflict Resolution
- Positive Attitude
- Cultural Sensitivity
- Teamwork

Customer Service Skill Course Syllabus

Module 1 (Introduction to Customer Service skill)

- Importance of Customer Service
- Customer Service Skill
- Benefits of Customer Service Skills
- Using customer service to build competitive advantage
- Identifying shift from product-centric to a customer-centric organization

Module 2 (Understanding Customer Requirements and Expectations)

- Customer journey mapping
- Identifying customer expectations before, during and after-sales
- Adding value through customer service

- Customizing customer service

Module 3 (Developing Customer Service Strategy)

- Strengthening sales team
- Using technology: chatbots, data analytics, artificial intelligence
- Multi-channel servicing

Module 4 (Elements of Customer service)

- Developing communicators
- Developing empathy and connect
- Working on response time
- Product knowledge
- Identifying key performance indicators

Module 5 (Developing Loyalty Programs)

- Identifying the loyalty ladder
- Customer loyalty
- Customer lifetime value
- Designing referral programs
- Real-world examples of loyalty programs

Module 6 (Enhancing Customer Experience)

- Customer experience index
- Customer feedback communication channels
- Use of innovation in enhancing customer experience

Module 7 (Customer Need Research Methods)

- Qualitative methods of recognizing customer needs
- Quantitative methods of recognizing customer needs

Module 8 (Developing a Culture of Service Excellence)

- The developing mindset among the team
- Increasing employee engagement through leadership
- Prioritizing on building customer relationships
- Creating accountability team

Career Support

Profile Building :

Experienced professionals are available to offer tailored assistance in crafting your CV and online profiles, taking into account your unique educational and experiential background.

Interview Preparation :

The upcoming interview preparation service will include personalized one-on-one sessions and the option for mock interviews if needed.

Job Referrals :

At Education Nest, we receive a variety of job requirements from diverse sources such as organizations, our clients, HR consultants, and a vast network of Education Nest currently employed in different companies. We strive to meet these varied requirements to the best of our abilities.

Continuous Support :

We offer continuous support for as much time as you need it, and a considerable number of our learners receive multiple interviews offers and promising employment opportunities as a result of the abilities they gain during the program.