



Customer Service Excellence

How to Provide Quality Customer Service

DATE:	Wednesday, 25th October 2017
TIME:	08:30 – 17:00 hrs.
VENUE:	Limassol Chamber of Commerce and Industry 3rd Floor, Conference Room
LANGUAGE:	English
FACILITATOR:	Mrs. Marianna Neokleous, Training Services Supervisor, World Trade Center Cyprus



Customer Service Excellence

How to Provide Quality Customer Service

DESCRIPTION

Through our innovative training approach, our high-energy, interactive session will motivate and reward customer service representatives.

Filled with role plays and best practices, our training will help participants to turn satisfied customers into loyal customers by introducing effective strategies and techniques for promoting customer loyalty, which is the key to increasing revenue. Participants will learn to identify customers' needs, to build value before quoting rates, to establish rapport and finally to complete sales.

THIS PROGRAM WILL HELP PARTICIPANTS TO:

- ✓ Clearly define "Customer Service"
- ✓ Identify the importance of Customer Loyalty in service providing organisations
- ✓ Adopt a "Positive Service Attitude"
- ✓ Deliver effective service techniques which exceed customer expectations
- ✓ Introduce Up-selling techniques to maximise revenue

WHO SHOULD ATTEND:

- ✓ Customer Service Representatives/Agents
- ✓ Call Center Agents
- ✓ Receptionists
- ✓ Hospitality industry employees
- ✓ Sales industry agents

FACILITATOR:

Mrs. Marianna Neokleous

Marianna holds the position of Training Services Supervisor at World Trade Center Cyprus. Her 15 years of experience in the Hospitality & Training industry allow her to provide solutions to businesses for enhancing human effectiveness. She is a Certified Trainer by the Human Resource Development Authority of Cyprus.

PARTICIPATION COST

Includes 2 coffee breaks, lunch, certificate of attendance and learning material.

Participants eligible for HRDA subsidy: €36 + €22.80 VAT

Participants not eligible for HRDA subsidy: €120 + €22.80 VAT

Last day of registration: 18th October, 2017

The programme specification has been approved
by the HRDA.

