

Program Title

Customer Service Excellence

Program Duration

2 days

Program Objective

This program is designed to enhance front line staff's confidence & ability to serve customers according to defined standards

Program Outline

The program covers various aspects of delivering excellent customer service including:

- Using Customer's Name
- Using Courteous Language
- Avoiding Bank Jargon
- Cross-sales
- Listening Skills
- What not to say to customers
- Service Recovery
- Dealing with difficult customers
- Beyond service – Customer Delight - Little things that mean a lot

Program Methodology

Interactive Presentation

Group Activity

Min/Max Participants

14-18