



CUSTOMER DELIGHT - A SNAPSHOT OF OUR OFFERINGS

It is a privilege to be a part of your progress. We are sure that no one knows your needs better than you, and hence we would appreciate a stock taking through a simple **Training Need Analysis** Document. If need be, a mystery shopping exercise can be conducted to better identify the needs.

Based on the Training Needs Analysis document, the program is customized by putting together various modules in the time available. We also offer a follow up session to audit training effectiveness, if need be.

ONE DAY FOLLOW UP SESSION

The follow up for the 2 days training program is optional. It is aimed at motivating the participants. Here, learners assess the impact of training and level of application and implementation in their performance areas. During this session, they revisit the modules to further enhance understanding.

CORE MODULES

IMAGE MANAGEMENT FOR ENHANCED CUSTOMER DELIGHT

DURATION: 2 HOURS

Customer Care or Customer Relation Management is the area of focus in most companies. Today's customer has multiple choices with parity products and services flooding the market. In conditions like this, the customer usually patronises the seller who delights him most. This module helps the participants to better their equation with customers and enhance the delight component. This module also covers defining good customer service, different types of customers, different roles in customer service, listening & responding skills.

Giving the customer what he wants is one thing, going beyond the expected is quite another. The best sellers are the ones who learn to spring a surprise and create a smile. This module covers exceeding expectations and going the extra mile.

ENHANCED ABILITY TO HANDLING CUSTOMER COMPLAINTS & FEEDBACK

DURATION: 2 HOURS

The best way to handle an agitated customer starts off with listening to him or her first. The customer is the reason why we are in business, and this module helps participants learn how to handle customer complaints effectively.

All customers are human and open to conversion. This module teaches how to deal with difficult customers, build rapport and lasting relationships.