



Customer Service Training



Client Care
solutions

www.clientcare.solutions



About the Training

Client Care Solutions is one of the major firms in Zambia with a focus in Customer Service and Contact Centre training. Below are the details of this course.

It takes months to find a customer, yet seconds to lose one. Therefore, what you say and how you say it

matters a great deal because it has the potential to either make a customer or lose one. Knowing what to say and how to say it can quickly turn around negative customer situations, and greatly improve the operational performance of any sales, call centre or customer service department.

You will be taught how to develop a professional approach, and cultivate the resilience and drive needed to achieve success on every call

In this training outline, you will be taught how to develop a professional approach, and cultivate the resilience and drive needed to achieve success on every call. You leave a course with enhanced understanding of the subject matter covered, and be able to ask callers and potential customers intelligent,

professional and credible questions. At the end you will have an upbeat, energetic and enthusiastic attitude, which when coupled with a high level of professionalism will help you to achieve set targets and customer satisfactions within your business.



Learning Objectives

Upon completion of this training module, trainees will have:

1. Identified what customers commonly expect from customer service providers.
2. Noted two ways to meet and possibly exceed customers' expectations.
3. Prepared for dealing with negative situations in the work environment by reviewing steps to take when confronted with difficult clients or situations.
4. Practiced changing negative responses into positive responses.
5. Taken steps to build their "nerve to serve" by exploring ways of handling difficult situations that could occur in work environment.
6. Improved query resolution to company standards
7. Design and implement personalized customer service

Training Contents

Customer Service Training

Outline

- Customer Service Definition
- Basic rules of customer Service
- Pillars of Customer Service
- Customer Service skills
- Probing Skills
- Handling irate customers
- Close looping
- Effective Listening
- Customer Service - social media management
- Email and Written Communication Essentials
- Professionalism
- Understanding Consumer Behavior

Call Centre Training

Outline

- Understanding your call centre
- Meaning of all the matrices
- Scheduling
- Strategies that can be employed to resolve poor call centre performance.
- Telemarketing
- Cross and Up Selling
- Telephone Etiquette and Techniques
- Positive Language
- Query Resolution
- Taking Messages
- Complaint Handling Techniques
- Handling irate customers
- Cross and Up Selling



Customers stay where they are valued and appreciated

Why Client Care Solutions?

Client Care Solutions (CCS) is one of the major Zambian firms with specialized full product range in Customer Service and Call/Contact Centre Training. It is managed by customer service managers with combined experience of more than 35 years in the industry.

Client Care Solutions (CCS) is your partner in Customer Experience with a vision to promoting a culture of great service in individuals and organizations. The firm is a member of the Chattered Institute of Customer Management.

It is an award winning organization for the 2021 Customer Commitment Award in recognition of customer service excellence.



Our existing Customers

Name Of Client	Sector	No. Of People Trained
Zamtel	Telecom	400
Electoral Commission of Zambia	Government	60
Central African Engineering	Engineering	16
Great North Credit	Micro Finance	10
Janco Zambia Ltd	Consultancy	35
Shamrock Lodge	Hospitality	8

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