

Duration
3 Days (24 hours)

Target Audience

- Customer Service Supervisors and Officers
- Sales Supervisors and Representatives
- Operations Supervisors and Officers
- Managers and Supervisors who wish to refresh their skills in customer services

Methodology

- Classroom
- Games & exercises
- Case studies
- Role play
- Experience sharing

Certificate Awarded

- A Jardine Aviation Academy certificate is awarded upon successful completion of the course

Word-of-mouth has a big part to play in business success. That's why companies have to pay special attention to manage customer service properly whenever there is a customer touch. Equipped with the customer service know-how and skills catering to your distinctive customer segments allow you standing out in the competitive market and winning the customer loyalty.

This workshop gives you the essences to achieve customer service excellence in your business sectors, not only strategies but also practical tactics.

Objectives

Upon completion of the course, participants will:

- Understand the importance of providing quality customer service
- Understand the attributes of quality customer service
- Develop positive service mindset
- Acquire essential skills to please your customers

Course Outline

- Importance of customer service
- Attributes of quality customer service provider
- Communication tactics to win customers
- Mystery Shopper
- Questioning Techniques
- Saying "No" nicely
- Turning discontents into pleasant moments
- Practicing the best practices of quality service through role play

❖ *Interactive course activity pack can be tailored to suit the needs of different service sectors*



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课程期间
3天(24小时)

培训对象

- 客户服务督导员及主任
- 销售督导员及代表
- 营运督导员及主任
- 有意刷新客户服务技能的管理层及督导员

教学方式

- 课堂培训
- 游戏、活动
- 案例分析
- 角色扮演
- 分享经验

获颁证书

学员顺利完成课程后，
将获颁怡中航空培训学院
培训证书

良好的口碑能加快推动业务的发展，所以成功的企业十分重视每一次与客户的接触。能于激烈的市场竞争中脱颖而出，赢取客户的忠诚，须要不断装备客户服务团队及提升客户服务水平，使您客户群得到贴心的服务。

本卓越服务工作坊透过富趣味性的专题活动，令您掌握客户的需要及心态，强化客户服务技巧及态度，为客户提供卓越的服务。

培训目标

学员完成课程后将能：

- 了解向客户提供优质服务的重要性
- 了解优质顾客服务的定义
- 建立正面的顾客服务意识
- 获得取悦顾客的基本技能

课程内容

- 优质顾客服务的重要性
- 成为优质顾客服务提供商的要诀
- 与顾客沟通的策略
- 解构神秘顾客
- 提问技巧
- 如何向顾客说「不」
- 将顾客的不满逆转成愉快时刻
- 通过角色扮演练习优质服务的最佳实践

❖ 互动课程活动可以定制，以满足不同业务部门的需求



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