



Confederation of Indian Industry

CII Naoroji Godrej Centre of Manufacturing Excellence

Online Workshop on
Customer Service Excellence Retaining & Complaint Management
16 April 2021

Context: Customer Service Excellence can help your business thrive in many ways, like increasing sales, make your customers recommend you to others, comment and rate your company (helping your marketing team), and it ultimately make your customers even more open to your calls .

Objectives: Learn how to service EVERY customer with excellence, in an organized way.

- How to deal with unsatisfied customers
- How to Manage Customers in Virtual World
- Develop Strategies so that customers love you and recommend you

Content

SERVQUAL Model of Expectations
Moment of Truth
Golden Rules for customer Service
Rapport Building with Customers
Dealing with Irate Customers & Managing Complaints

Methodology

- Ice breakers
- Facilitation Tools & Process
- Puzzles/Quizzes
- Assessments & Training Guide
- Action Sheets and Implementation Worksheets to follow post-training and get the results

Target Audience: This workshop is ideal for corporate professionals in all roles who are part of teams or are leading teams across different levels of the organizational hierarchy. From Freshers right up to higher management.

Faculty : Ms Devina Adhiya is a Customer Excellence Expert. She is a certified Trainer and Facilitator in Corporate training and Behavioural Skills, across various sectors. Have successfully trained more than 30,000 participants. She helps Corporates to develop skills of their workforce thus achieving their professional goals and enhancing their productivity.

When: 16 April 2021 **What Time:** 02:00 PM - 05:00 PM **Mode of delivery:** Microsoft Teams

Participation Fees : INR 3000 + GST @ 18% Per Participant

Discount

5% on 2 nominations from an organization.
10% on 3 or more nominations from an organization.

Online Registration Link : http://www.cii.in/OnlineRegistration.aspx?Event_ID=E000054106

NOMINATIONS & ENQUIRIES

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