



## Customer Service Skills Full Day Workshop

**Program Name: Customer Service Skills**

**Date: Wednesday 19<sup>th</sup> October 2016**

**Duration: Full day - 8:30am-4pm**

**Class Size: 12-16**

**Cost: Rs 7,500 per participant**



**MQA Approved: Companies can claim 60% to the HRDC**

**Who Should Attend?**

Front liners, Sales Representatives, Receptionist

Sales and marketing people, Shop Attendants

Customer service officers

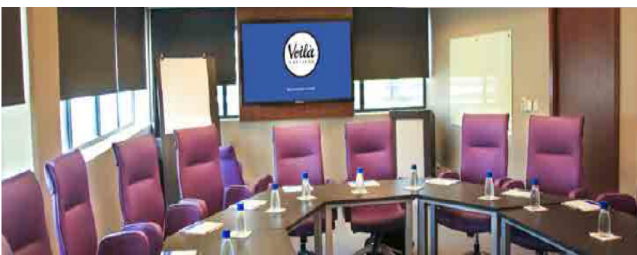
Help and Support desk operators

**Objectives:**

By the end of this workshop, participants will be able to -

- Understand the skills needed to interact with customers
- Implement appropriate face-to-face customer service practices and techniques.
- Explain the standards and do's and don'ts when facing customers
- Describe approaches for handling difficult & angry customers
- Understand how to be Assertive with customers
- Understand Telephone Skills

**Venue – Voila Hotel - Bagatelle Mall of Mauritius**



*There will inevitably be  
customers like this ...*



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**Faiz Hossenbocus**  
**The Program Facilitator**

Over 28 years of rich techno-management experience in the field of business development, information systems, marketing and training. Has developed high level Marketing and International Marketing skills and very familiar with the entire process of Customer Relationship Management. Strong Management background, management training, hand holding, coaching, lecturing, presentation and negotiation skills.

# Agenda

## 8:30 - Welcome Tea and Snacks

9:00

Introduction to Customer Service

The act of serving a customer

Customer Service Mission Statement

Skills needed to interact with Customers

Ladder of Customer Loyalty

## 10:30 - Coffee Break at the Vista Lounge bar

10:45

Understand the business requirements

The Retail & distribution Industry, Challenges and Current Situation

Digital Marketing and the Social media

First impression counts

Attitude and trust

Verbal and non-verbal expressions

Hands on Exercises

## 12:00 – Lunch at Voila Hotel – Moka -Z Restaurant

13:00

Assertive Communication Skills

Build Rapport and build empathy

Face –to-face customer practice

Hands on Exercises

## 14:30 - Coffee Break at the Vista Lounge bar

14:45

Handling Difficult Customers

Customers with Complaints

Dealing with Resistance

Angry Customers

Telephone Techniques and Call Handlings

Do's and Don'ts & Open Discussions

## 16:00 Program Ends.

# The Program Facilitator



**Faiz Hossenbocus**

**CEO - Acclivity Consulting Ltd**

Over 28 years of rich techno-management experience in the field of business development, information systems, marketing and training. Has developed high level business development and international marketing skills and very familiar with the entire process of customer relationship management. Strong management background and rigorous management training/lecturing, presentation and negotiation skills.

Successfully completed many short programs and attended many seminars and conferences in the UK, USA, South Africa, India, Malaysia, Pakistan, Dubai - UAE, France, Algeria, Madagascar, Seychelles, Thailand and Singapore.

Has also conducted and delivered numerous interactive workshops and seminars, MBA Lectures, supervision of assignments and dissertations.

Specialties: Digital Marketing Strategies, Social Media Solutions, Business Development, Customer Service Soft Skills Training and Coaching, Corporate Branding, Sales and Marketing Management, International Marketing, Talent Transformation and Career Counseling and Development.