

Program Name: **Customer Service Skills**

### Full Day Workshop

**Thursday**  
**15 November 2018**

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

Class Size: 10-12

Cost: Rs 7,500 per participant

**MQA Approved: Companies can claim 70% 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.
- The Digital Marketing and Challenges.

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



### Full Day Workshops

## Discover How To Improve Customer Service !!!



#### Acclivity Consulting Ltd

Ground Floor, Orbis Court , 132 St Jean Road, Quatre Bornes

Tel: 5767 9204 Fax: 454 2808

Email: info@acclivity.mu www.acclivity.mu

Faiz Hossenbocus

The Program Facilitator



Over 30 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 30 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.