COLLEGE AFRICA GROUP

Learn To Earn

This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Customer Service via Phone and Email

Course Specifications

Course Number: ELK88–648 | **Software:** Microsoft Windows® | **Course Length:** 0.5 day(s)

Course Description

You need to respond to customer service queries via a remote system such as email or the telephone. In order to do this effectively, you need to develop skills that will help you interact with customers in a positive and professional manner. In this course, you will learn important principles and skills you can utilize as a remote customer service representative.

Course Objective: You will practice skills and apply principles for providing customer service remotely, via telephone and the web.

Target Student: New employees in a telephone or electronic–based customer service role in any industry, or current employees in this role in need of developing these skills.

Prerequisites: Written communication and typing skills; familiarity with telephone, email, and web– based communication tools.

Delivery Method: Instructor led, group–paced, classroom–delivery learning model with structured hands–on activities.

Hardware Requirements

- Pentium 90 MHz or higher processor, or Macintosh PowerPC.
- Screen resolution of 800 x 600 set to 256 colors.

Platform Requirements

Software Requirements

- Windows® 95, 98, 2000, ME, NT 4.0, XP Home Edition, or XP Professional.
- Microsoft Internet Explorer 5.0x, 5.5, 6.0; or Netscape Navigator (excluding 6.0 and 6.1).
- Adobe Acrobat Reader 6.0 or higher; Apple QuickTime 5.0 or higher; Macromedia Flash Player 6.0.79 or higher; or Macromedia Shockwave 7.0.2, 8.0, 8.5, 8.5.1 or higher.
- Turn off pop–up blocking. (Windows XP with Service Pack 2 Internet Explorer users only.)

Performance–Based Objectives

Upon successful completion of this course, students will be able to:

- Manage the customer's initial contact.
- Address the customer's issues.
- Close communications with the customer once all issues have been resolved.

Topic-Level Outline

Lesson 1: Managing the Customer's Initial Contact
Topic 1A: Accept a Customer Contact
Topic 1B: Address a Customer's Emotional State
Topic 1C: Address Your Own Emotional State

Lesson 2: Addressing Customer Issues
Topic 2A: Assess Customer Issues
Topic 2B: Develop Solutions
Topic 2C: Negotiate to Reach a Solution

Lesson 3: Closing Communications
Topic 3A: Up sell Additional Products
Topic 3B: Conclude Customer Contact
Topic 3C: Follow Up
Topic 3D: Release Stress

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (http://www.collegeafricagroup.com)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Get personal assistance with your spreadsheets

Excel for Executives
Excel Automation
(Excel Automation)

MS PROJECT

Get fast reports!
Master MS Project for quick info and outcomes
(MS Project)

KEYBOARDING

Save time!
Learn to touch-type and be more accurate.
(Keyboarding)

EBOOKS AND ONLINE TAINING

Excel Essentials 2013 Ebook, workbooks, and solutions.
Excel Intermediate 2013 Ebook, workbooks, and solutions.
Excel Advanced 2013 Ebook, workbooks, and solutions.
Excel comprehensive online courses, email for more details.

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