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# Customer Service

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Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay cheque and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

## Modules

- Who Are Customers? (internal /external)
- What is Customer Service?
- Quality Customer Service
- Establishing Your Attitude
- Identifying and Addressing Customer's needs
- Going the Extra Mile
- In-Person Customer Service
- Generating Return Business
- Turning Difficult Customers Around
- Telephone Etiquette
- Providing Electronic Customer Service
- Understanding Netiquette
- Recovering Difficult Customers
- Understanding When to Escalate
- Ten Things You Can Do To WOW Every Time

## Learning Outcomes

The Customer Service workshop will look at all types of customers and enables the participants to learn how they can serve the customers better and improve themselves in the process.



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## 2 Day Workshop

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### Getting Started

- Icebreaker
  - Housekeeping Items
  - The Parking Lot
  - Activities
  - Workshop Objectives
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### Wrapping up

- Words from the Wise
  - Review of Parking Lot
  - Lessons Learned
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