

Week 1: Introduction to Customer Service Excellence

- Understanding the importance of customer service in business success
- Key elements of excellent customer service
- Developing a customer-centric mindset and attitude

Week 2: Effective Communication in Customer Service

- Verbal and non-verbal communication skills for positive customer interactions
- Active listening and empathy in addressing customer needs and concerns
- Handling difficult customer situations with tact and professionalism

Week 3: Understanding Customer Needs and Expectations

- Techniques for identifying and anticipating customer needs
- Customizing service to meet diverse customer expectations
- Using customer feedback to improve service quality

Week 4: Building Rapport and Trust with Customers

- Establishing rapport and building connections with customers
- The role of trust in customer relationships
- Personalizing interactions for a memorable customer experience

Week 5: Diversity and Inclusion in Customer Service

- Understanding the impact of diversity on customer service
- Implementing inclusive practices to cater to a diverse customer base
- Recognizing and addressing unconscious biases in customer interactions

Week 6: Truth and Reconciliation in Customer Service

- Importance of truth and reconciliation in the context of customer service
- Understanding historical and contemporary issues related to Indigenous communities
- Applying principles of reconciliation to foster respectful and inclusive customer relationships

Week 7: Problem-Solving and Conflict Resolution

- Approaches to effective problem-solving in customer service
- Resolving conflicts and complaints to achieve customer satisfaction
- Turning challenging situations into opportunities for service recovery

Week 8: Handling Customer Service Challenges

- Dealing with difficult or demanding customers
- Managing high-stress situations with composure and professionalism
- Balancing customer needs with organizational policies

Week 9: Break Week

Week 10: Going Above and Beyond: Exceeding Customer Expectations

- Understanding the concept of exceeding customer expectations
- Identifying opportunities for WOW moments in customer interactions
- Creating personalized and memorable experiences for customers

Week 11: Service Recovery and Customer Retention

- Strategies for effective service recovery after a service failure
- Building customer loyalty and retention through exceptional service
- Turning dissatisfied customers into loyal advocates

Week 12: Empowering Employees for Exceptional Service

- The role of empowerment in enhancing customer service
- Training and supporting employees to deliver outstanding service
- Recognizing and rewarding exceptional customer service efforts

Week 13: Leveraging Technology for Customer Service

- Utilizing technology to improve customer service efficiency
- Balancing automation with personalized customer interactions
- Implementing customer service best practices in digital channels

Week 14: Sustaining Customer Service Excellence

- Developing a customer service excellence culture within the organization
- Continuous improvement and ongoing training for service excellence
- Measuring and evaluating customer service performance