

# Customer Service Awareness Training



## Program Overview:

This awareness training looks at aspects of the service sector industries.

As the first, or principal, line of contact with customers, service representatives have unique challenges as well as opportunities to influence customer perception and loyalty. This course teaches practical skills in effective communication, dealing with difficult customers, customers with special needs as well as protecting one's health and safety. Customer service is extremely critical to the continued success for any service organization.

## Training Content:

- What is the service sector – how does it contribute to the economy?
- The importance of training customer service workers
- Basic rules of “good” customer service
- Customer expectations
- General duties of service sector personnel
- Health and safety issues
- Preventative safety measures for personnel – including safe practices
- Communicating with customers – importance of good communication skills
- Dealing with difficult customers
- Working alone
- Handling negative interactions
- Helping customers with special needs

## Course Delivery :

- Access Online at [www.safety-solutions.ca](http://www.safety-solutions.ca)



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