

HDTC Training Center Presents

Technical proposal of the Training program Customer Service Excellence

Introduction

This full-day interactive training is designed to empower employees with the necessary skills to deliver exceptional customer service, especially within the humanitarian sector. The program focuses on enhancing communication, empathy, and service problem-solving techniques.

Program Objectives:

At the end of this training program, participants will be able to:

- Enhance understanding of customer needs and expectations.
- Develop communication and active listening skills.
- Improve conflict resolution and complaint-handling techniques.
- Build long-term customer relationships aligned with humanitarian values.

Program Outlines:

- **09:00 – 09:30:** Welcome and Icebreaker: The Importance of Customer Service
- **09:30 – 10:30:** Understanding Customer Expectations and Needs
- **10:30 – 10:45:** Coffee Break
- **10:45 – 12:00:** Communication Skills for Service Excellence
- **12:00 – 13:00:** Managing Difficult Customers and Complaint Handling
- **13:00 – 14:00:** Lunch Break

- **14:00 – 15:15:** Building Long-Term Customer Relationships
- **15:15 – 15:30:** Coffee Break
- **15:30 – 16:30:** Role Plays and Real-life Case Studies
- **16:30 – 17:00:** Personal Action Planning and Closing Remarks

Program Outputs:

- Improved customer interaction techniques
- Enhanced problem-solving in-service situations
- Increased customer satisfaction levels
- Action plans for applying new skills on the job

Target Audience:

- Frontline staff
- call center agents
- all employees interacting with internal and external customers.

Program competencies and qualifications:

- Effective communication
- Conflict management
- Emotional intelligence
- Problem-solving under pressure
- Service quality awareness

Training methods:

- Technology-Based Learning.
- Simulation in Training.
- On-the-job guidance.
- Trainer-Led Training.
- Work Teams and Roles.
- Films and Videos.
- Case Studies and Workshops.