

# OVERCOMING DIFFICULT CUSTOMER SERVICE SITUATIONS

## SESSION DETAILS

- Half day session
- Between 10-25 participants
- Interactive format
- Take away Resource Guide

## WHO SHOULD ATTEND

- Front-line employees
- Supervisors
- Managers

## BENEFITS TO BUSINESS

- Helps create a consistent service standard within your organization
- Provide employees with tips and tools to build customer loyalty

## PROGRAM AT A GLANCE

This interactive session identifies the various ingredients that contribute to difficult customer situations; participants gain the must-have tools to understand and overcome them and demonstrate how customer recovery can benefit your organization.

### What Makes a Customer Service Situation Challenging?

- Review the Service Recovery Process
- Discuss the three types of concerned customers

### Putting it All Together

- Practise using the Service Recovery process to overcome difficult customer service situations

### Understand How to Say “No”

- Explore situations where saying “no” to customers is required
- Learn strategies on how to say “no”

### When to Walk Away

- Explore situations that may require you to walk away from a customer
- Gain tips for walking away from customers