



CYNET EAST AFRICA CONSULTANCY

P.O. Box 18630-00100 Nairobi, Kenya.
View Park Towers 16th Floor
Email: info@cyneteastafricaconsultancy.co.ke
Website: www.cyneteastafricaconsultancy.co.ke
Phone: 0204401089/0792972525

To Human Resource in Charge of Training

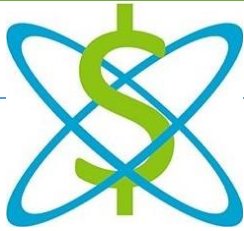
RE: INVITATION FOR CUSTOMER SERVICE TRAINING

Cynet East Africa Consultancy is pleased to invite you to attend or nominate members of your team to attend the above five (5) days training which shall run from **13th May – 17th May 2019 at Royal Tulip Nairobi**. CYNET EAST AFRICA Consultancy take note that Training helps the employee to get job security and job satisfaction. The more satisfied the employee is and the greater is his morale, the more he will contribute to organizational success and the lesser will be employee absenteeism and turnover.

Target Audience

- ❖ This course is ideal for anyone seeking training in customer service and customer care. Most participants attending our customer services courses are in customer facing or customer support roles who want to develop their customer service skills and behaviors.
- ❖ Personal Assistants to CEO's, Secretaries, marketers.
- ❖ The course will be tailored to the most frequent method of communication used to connect with your customers e.g. face to face, telephone, email. We are experienced at providing bespoke customer services training courses and longer term programmes to meet your specific organization goals and service standards.

Head Office:
View Park Towers 16th Floor
P.O. Box 18630-00100 Nairobi, Kenya.
Phone: 0204401089/0792972525
Email: info@cyneteastafricaconsultancy.co.ke
Website: www.cyneteastafricaconsultancy.co.ke



Course Aim

This customer service skills training course will develop the participants' skills and behaviours to offer exceptional customer care. The training aims to empower participants to provide effective solutions to customer service requests and problems when they arise

Course Objective

By the end of this one-day training course, the participants will have:

- Adopted a consistent, professional style when speaking with customers
- Developed skills in engaging with customers and handling their enquiries effectively
- Listened effectively, asked questions and summarized to respond fully to a customer request
- Identified ways they can add value to customer relationships and exceed expectations
- Practiced how to turn customer service disappointment into a positive experience

COURSE OUTLINE

1. Introduction

- Understanding customer service
- Describe customer service
- Identify customer expectations
- Commitment to excellent customer service
- Responsibility for customer service
- Stepping in customer's shoes
- Individual and group exercises

2. Focusing on the customer

Head Office:

View Park Towers 16th Floor

P.O. Box 18630-00100 Nairobi, Kenya.

Phone: 0204401089/0792972525

Email: info@cyneteastafricaconsultancy.co.ke

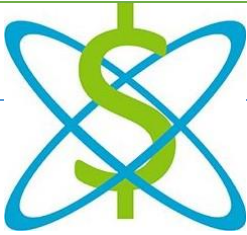
Website: www.cyneteastafricaconsultancy.co.ke

"The customer experience is the next competitive battleground. "



Tel: 01635 890450

info@cyneteastafricaconsultancy.co.ke
www.cyneteastafricaconsultancy.co.ke



Course Outline

- Create a first customer impression
- Identify and help meet customer needs:
 - Questioning
 - Active listening
 - Summarizing
- Create a positive last impression
- Handling internal customers
- Self-awareness and office etiquette
- Personal branding
- Leadership skills and time management
- Service based selling

3.0 Communication Process

Stages of communication:

- Prepare the message
 - Match the message
 - Deliver the message
- Barriers to communication

4.0 Emotional intelligence

- Attitude
 - Tips of maintaining positive customer service attitude
- Handling customer enquiries
 - Customer contact model and service standards
 - Creating lasting first impressions
 - Building and maintaining rapport
 - Using positive language and tone of voice
 - Handling complaints
 - Make it easy for customers to complain
 - Resolve the problem
 - Cope with upset and difficult customers

5.0 Handling work-based customer requests

- Identifying challenging customer requests
- Responding to challenging customer requests assertively

6.0 Service recovery

- Turning disappointment into delight
- Identifying the nature of customer complaints
- Responding to customer complaints

Head Office:

View Park Towers 16th Floor

P.O. Box 18630-00100 Nairobi, Kenya.

Phone: 0204401089/0792972525

Email: info@cyneteastafricaconsultancy.co.ke

Website: www.cyneteastafricaconsultancy.co.ke

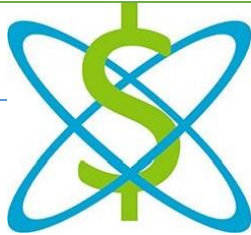
"You will enjoy the variety of the course e.g. discussions, presentations, problem solving, physical activities."



Tel: 0204401089

info@cyneteastafricaconsultancy.co.ke

www.cyneteastafricaconsultancy.co.ke



Course Outline

-Introducing colleagues to solve customer complaints

7.0 Building customer relationships

- Relationship triangle — trust and loyalty
- What differentiates us from competitors?
- Identifying ways to add value and exceed customer expectations
- Following up

8.0 Delivering excellent customer service on the phone

- Answer the telephone
- Project a positive image using your voice
- Transfer calls
- Take meaningful messages

9.0 Coping with stress

- Describe stress
- Take preventive measures
- Overcome stress

TARGET AUDIENCE

Human Resource, Sales and marketing, Secretaries, personal Assistant.

Training fee to be paid to:

- ❖ Registration Deadline is 30th April 2019
- ❖ **Category Amount per Participant (Ksh.) Participants KShs. 79,850 inclusive of tax**

Date	13 th May – 17 th May 2019
Venue	Royal Tulip Hotel Nairobi
Time	8.30 am - 5.00 pm Daily

The training fee includes

- Breakfast & lunch
- Training Materials
- Certificate for participation

Head Office:

View Park Towers 16th Floor
P.O. Box 18630-00100 Nairobi, Kenya.

Phone: 0204401089/0792972525

Email: info@cyneteastafricaconsultancy.co.ke

Website: www.cyneteastafricaconsultancy.co.ke

"You will enjoy the variety of the course e.g. discussions, presentations, problem solving, physical activities."



NOTE:

- ☑ The fee excludes accommodation, external examination, & certification reservation for training is only done on **PAYMENT OF FULL TRAINING FEE.**

Successful participants will be awarded Certificate of Participation.

- ☑ Arrival on 12th May 2019
- ☑ Departure time 18th May 2019

Please send details of all your nominees to on:

Telephone numbers: **020-4401089/0792972525**

Email: info@cyneteastafricaconsultancy.co.ke

Website: www.cyneteastafricaconsultancy.co.ke . We look forward to having you or the nominees in this training.

Welcome to training.

ACCOUNT DETAILS

Bank	Jamii Bora Bank
Account Name	Cynet East Africa Consultancy
Account Number	1011845067002

Previous Clients



Head Office:

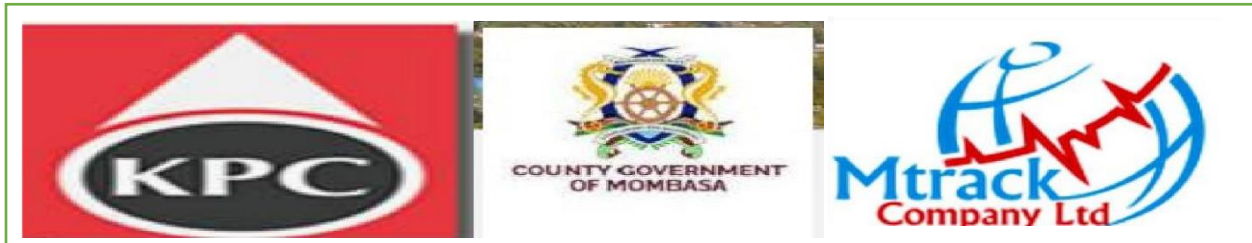
View Park Towers 16th Floor

P.O. Box 18630-00100 Nairobi, Kenya.

Phone: 0204401089/0792972525

Email: info@cyneteastafricaconsultancy.co.ke

Website: www.cyneteastafricaconsultancy.co.ke



Head Office:
View Park Towers 16th Floor
P.O. Box 18630-00100 Nairobi, Kenya.
Phone: 0204401089/0792972525
Email: info@cyneteastafricaconsultancy.co.ke
Website: www.cyneteastafricaconsultancy.co.ke