

EXCEPTIONAL CUSTOMER SERVICE CERTIFICATION

As per International Standards



UNICHROME

Unichrone Training **Advantages**

- ✓ 1 Day Interactive Instructor-led Online/Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Mock Tests to prepare in a best way
- ✓ Highly qualified, expert & accredited trainers with vast experience
- ✓ Enrich with Industry best practices and case studies and present trends
- ✓ Exceptional Customer Service Training Course adhered with International Standards
- ✓ End-to-end support via phone, mail, and chat
- ✓ Convenient Weekday/weekend Exceptional Customer Service Training Course schedule



About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across global companies

Importance of Exceptional Customer Service Training

- ✓ Exceptional Customer Service is essential in every industry to create positive customer experiences, build trust, and foster long-term loyalty. It equips professionals with the skills needed to address client needs effectively and deliver outstanding service. Exceptional Customer Service Certificate validates a candidate's understanding of core concepts and strategies for delivering exceptional service. Certified professionals have the confidence to address a wide range of customer scenarios, resulting in increased job satisfaction and motivation to excel.
- ✓ Exceptional Customer Service Training provides comprehensive insights and techniques for creating a customer-first culture within organizations. It offers knowledge in handling different client interactions, resolving issues efficiently, and building rapport. The training course emphasizes effective communication, active listening, empathy, and problem-solving techniques crucial for delivering exceptional customer service. Attendees will explore customer service software and tools to streamline interactions and boost efficiency in delivering support. Customer Service Training Course equips professionals with strategies to anticipate and address customer concerns proactively.

ELIGIBILITY CRITERIA

- ✓ Aspirants need not meet any requirements to pursue Exceptional Customer Service Training Course. However, having prior knowledge is beneficial.

WHO SHOULD ATTEND

- ✓ Any individual who wants to gain skills to understand Exceptional Customer Service can enroll in the Exceptional Customer Service Training course.

EXCEPTIONAL CUSTOMER SERVICE CERTIFICATION ADVANTAGES



CERTIFIES
YOUR TALENT



HELPS
BUILDING
VALUES



GLOBAL
RECOGNITION



PERFECT
EXECUTION



BUILDS
CUSTOMER
LOYALTY



MORE
EMPLOYABILITY
OPTIONS

Syllabus of Exceptional Customer Service Training

Lesson 01 – What is Customer Service?

1.	Introduction
2.	What Constitutes Great Customer Service?
3.	Importance of Customer Service
4.	Customer Service Skills
5.	Methods of Communication

Lesson 02 – Communication Barriers

1.	Introduction
2.	Types of Barriers
3.	Language
4.	Psychological
5.	Physical
6.	Attitudinal
7.	Cultural
8.	Environmental
9.	Delivering Effective Customer Service
10.	Questions and Answers
11.	Meet Customer Expectations

Syllabus of Exceptional Customer Service Training

Lesson 03 – Handling Difficult Customers

1.	Types of Difficult Customers
2.	How to Deal with Difficult Customers?
3.	Solving the Problem

Lesson 04 – Assertiveness Techniques

1.	Introduction of Body Language
2.	Structure Communication with Customers
3.	How to Deal with Difficult Customers?
4.	Dealing with Difficult Situations
5.	Handling Emotional Calls

Syllabus of Exceptional Customer Service Training

Lesson 05 – Neuro-Linguistic Programming

1.	Introduction of Neuro-Linguistic Programming
2.	Examples of NLP
3.	Generic
4.	Visual
5.	Auditory
6.	Kinaesthetic

Lesson 06 – Body Language

1.	Introduction to Body Language
2.	Types of Body Language
3.	Facial Expression
4.	Body Posture
5.	Gestures
6.	Handshakes

Exam Format of Exceptional Customer Service Certification

Examination Format	
Exam Name	Exceptional Customer Service Exam
Exam Format	Multiple Choice
Total Questions & Duration	30 Questions, 1 Hour
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for Exceptional Customer Service, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Exceptional Customer Service exam.

Contact Us

support@unichrone.com



<https://unichrone.com/>

