

Excellence in Customer Service Program

التميز في برنامج خدمة العملاء

(A Program For Customer Centric Organizations)



Poor



Good



Great



Excellent

Delivered By:

Award Winner Dr. Ahmad Tahlak

Customer Service Guru, Trainer, Speaker & Strategist

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DR. AHMAD TAHLAK

President and Chairman | LEVENBERT



Who should attend?

- Frontline Customer Service Professionals
- Team Supervisors
- Customer Service Managers
- Key Account / Account Managers
- Inside or Outside Service Professionals

Customer Service Professionals are company's

“Brand Ambassadors”.

They are the ones who drive sales by leaving an impact on the most important factor “**The Customers**”, the strong pillars on which every business thrives.

With rise in competition, rises the expectation of customers and the need to focus on building an unbeatable customer service experience. Excellence in Customer Service Workshop has been designed keeping all the above challenges in mind. This program focuses on excellence in customer service which is a key to organizational success especially in this volatile market where the needs and demands of customers are constantly changing. It not only instills the right knowledge and attitude that a customer service professional would need to see in his/her team members but also brings forth a strong platform of learning for middle and senior level CS professionals who aim to strategize, develop leadership qualities, lead a strong team, develop state-of-art infrastructure and technology to boost company's service levels, optimize on measurement systems and tools, how to integrate and operationalize service systems, combine the power of social media that has made customer service all the more demanding.

The participants will also learn to handle crisis management by setting up escalation methods, ticket raising systems, etc., amongst the team to deal with difficult customers, handle difficult situations with highest level of customer satisfaction maintaining the objective of providing a world-class service experience. In all, this program teaches how to develop or transform the entire customer services to a world-class experience leaving an ever lasting impression on your customer, leading to brand loyalty and increased revenue for your organization.

**Want to customize this training! Call us (052 735 7300) to discuss your requirements.
Available with in-house option. Language Available: English and Arabic**

STRATEGY.. PROCESS.. PEOPLE.. TECHNOLOGY.. STRATEGY.. PROCESS.. PEOPLE.. TECHNOLOGY.. STRATEGY... PROCESS.. PEOPLE.. TECHNOLOGY.. STRATEGY.. PROCESS..

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Program Impact

Organizational Impact:

If your organization's goal is to be world class in customer service provision, then it needs to have employees and management delivering world-class customer services experiences to all its customers. This course will enable you to see the benefits of providing these experiences to the customers and the benefits to you, your team, the customers and the organisation as a whole. This program helps transform the entire customer service experience by enhancing service standards of one's organization, improve its brand image among your clients, build brand loyalty and ultimately leading to growth in revenue. The organization also benefits with improved internal and external communication tools within the team members and customers respectively, leaving a highly motivated customer-centric team catering to one's loyal customers.

Personal Impact:

You will be appreciated for bringing in excellence in customer service and building a customer-centric team for the organization. You will learn the latest techniques, methods and tools to integrate a system that boasts world-class customer service. You will be a better leader and will communicate more effectively with your team to get your organization's purposes of building a customer-centric organization to the successful front. You will be able to develop a team who will have the confidence to deal with difficult situations and customers professionally. You will learn techniques to motivate and empower yourself and your team to provide world-class experience to your customers. You will become more productive with improved leadership and management skills.

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Overview

It is a two day program which will empower the customer service professionals with the knowledge and latest tools to understand customer service at an advanced level, build relationships internally within the team and externally with the customers, solve problems, transform systems, bring changes and drive sales.

Day 1:

- The philosophy of customer service and the value it adds to business growth and excellent service.
- Comparison and analysis of customer service management system, its success vs international customer service standard
- How to develop strategic thinking and service leadership
- Team Management and people management skills

Day 2:

- How to develop infrastructure and technology
- How to utilize measurement systems and tools optimally.
- Integrate and operationalize service systems
- Combine the power of social media in Customer Service

Training Style:

The training will be conducted in a combination of class-room style and seminar based training with different learning styles and techniques, but the principal approach that will be taken is experiential learning. We learn things as we try them out, stepping out of the zones that we find comfortable.

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With more than 24 years of experience in the fields of talent development, customer service, and contact centers development; Dr. Tahlak is considered a Lead Expert and Customer Service Thought Leader due to his achievements and theories that were transformed into comprehensive development products. Dr. Tahlak graduated from University of Arizona (1989) majoring in Business Administration & Management Information System. He continued his education to achieve MBA in Marketing (2008) and PHD in Strategies and Techniques for Stimulating growth and enhancing customer satisfaction to manage customer relations (2012). He also holds a Diploma in Airline Management (1994) from Geneva and Call Center Management Certification (1997) from San Diego. During his career, Dr. Tahlak has developed major Call Centers and Customer Care centers in UAE and the region such as Emirates Airlines, DNATA, Emirates Post, and Emirates for Promotion and Marketing. One of the major pillars of development was the development of staff through training and coaching. Dr. Tahlak has won several awards such as Dubai Quality Award for EMP in 2009 for Excellence in Customer Service, the Global Call Center Manager award for the years 2001 and 2002, the Businessman award for the year 2004 by Sheikh Mohammad Bin Rashid, and the Best Consulting Services award for the year 2004 by Sheikh Mohammad Bin Rashid. Dr. Tahlak, has supervised/delivered training for many organizations such as; Abu Dhabi Executive Council, Governor Court in Dubai, Department of Economic Development (Abu Dhabi), Khalifa Fund, Al Foah, Dubai Municipality, AMAN Insurance, Dubai Quality Group, Dubai Customs, Kingdom Holding Group(KSA), and Saudi Telecom (STC) to name a few

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