

Service Skills for Sales

Who should attend

Any staff who has direct contact with external customers i.e. sales, frontline personnel, customer service officers, service technicians, front desk receptionist, marketing representatives, etc.

Duration

2 days (14 hours)

Program Fee

S\$400.00 per participant

SDF funding:
\$2/ hour (non-SME)
\$4/hr (SME)

Course

Cancellation

In the event that participant cannot attend the event, substitute delegate is allowed.

There will be no refund for cancellation

Course Aim

To equip participants with the essential skills and knowledge required to engage customers positively throughout the entire interaction with them.

Course Outline

Introduction

- Why Service
- Role Perception
- Creating positive impression

Communication Skills

- Communication process
- Effective listening skills
- Questioning techniques
- Mind your language
- Body signals

Customer Touch-Points

- Approach
 - Types of customers
 - Art of small talk
- Engage
 - Understand expectations
 - Sell benefits
- Ending
 - Close sales
 - Inform customers
 - Lasting impression

Training Methods

- Lectures
- Practices & role-play
- Group discussions
- Guided coaching

Unique Benefits

- Practical skills and crafted language for immediate application at workplace
- Guided coaching and practices during training session

ServiceWorks

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You may register by
downloading the registration
form and send it to us through:

- 1) Email
- 2) Mail
- 3) Phone
- 4) Fax