



*Training Course:  
Achieving Excellence in Customer Service -  
Providing a Quality Service*

*29 September - 3 October 2025  
Kigali (Rwanda)*

## Training Course: Achieving Excellence in Customer Service - Providing a Quality Service

Training Course code: RR5008 From: 29 September - 3 October 2025 Venue: Kigali (Rwanda) - Training Course Fees: 5950 € Euro

### Introduction

This five-day course focuses on achieving customer service excellence through professional communication and teamwork. Participants will learn strategies for customer retention, loyalty, and service recovery. Key topics include interpersonal skills, conflict resolution, and handling difficult customers. The program emphasizes adopting a customer-focused mindset for continuous improvement. Attendees will model best practices of world-class service providers to enhance performance.

### Objectives

- Establish the importance of setting and reviewing customer service standards
- Develop an understanding of internal and external customer expectations
- Communicate more effectively by utilizing active listening and questioning skills
- Demonstrate how to deal with difficult customers effectively
- Set SMART objectives and goals to increase daily productivity
- Utilize stress management techniques to reduce tension

### Methodology

This dynamic, 5-day seminar is highly interactive and encourages delegate participation through a combination of group discussion, videos, role-play exercises, case studies, and breakout sessions. This seminar will include benchmarking best practices to model world-class customer service excellence. The comprehensive course manual has been designed to be practical, easy to use, and facilitate learning. Delegates are provided a comfortable, enlightening learning experience that gives them the latest insights, techniques, and best practices to promote long-term customer satisfaction and loyalty.

### Organizational Impact

- A shared organizational customer service vision
- A streamlined customer service feedback system
- Improved Intra/ interdepartmental communication
- A highly motivated and focused workforce
- Increased competency and communication skills

- Increased customer retention and revenue growth

## Personal Impact

- An increased appreciation for their role in helping their organization achieve customer service excellence
- Up to date techniques and methods to help them provide world-class service
- Enhanced leadership and communication skills required to excel in their career
- Increased confidence in their abilities to work professionally with difficult or upset customers
- The insight to adjust their own temperament style to become more versatile, adaptable and highly successful
- Improved time management skills and increased productivity

## Outlines

### DAY 1

#### Setting the Standards for Customer Service Excellence

- The benefits of providing excellent customer service
- Breakout session: How to use customer service to promote customer loyalty
- Case study: The best and worst customer service providers
- The WOW Factor: Going the extra mile—and then some!
- The importance of managing internal and external customer expectations
- First impressions: What do your customers see and hear?
- Understanding and working with the four customer styles
- Practical exercise: What is your individual personality type?

### DAY 2

#### Communicating the Customer Service Message

- How well does your organization communicate the importance of customer service?
- Understanding your customer's nonverbal communication
- Tips for building trust and rapport quickly—face-to-face or on the telephone

- What is your preferred learning style?
- Developing your active listening skills to enhance communications
- Use questioning techniques to identify a customer's expectations and service requirements
- Telephone tips to promote a professional image
- The dos and don't of written communication

### DAY 3

#### Service Recovery: Handling Complaints and Difficult Customers

- The importance of customer complaints and why they should be encouraged
- Six steps to service recovery
- Case Study: Best Practices of Scandinavian Airlines and The Disney Corporation
- Strategies to help calm upset customers
- Managing emotions during stressful situations
- Empower employees to get the job done
- Breakout session: Step-by-step process for handling a customer complaint
- Role-play exercise: Dealing with upset customers

### DAY 4

#### Principles of Persuasion

- Requesting feedback from customers and colleagues
- The art of giving and receiving feedback
- Case study: Best practices - Xerox's Five Pillars of Customer-focused Strategy
- Negotiating mutually beneficial outcomes
- Words and tones to avoid
- The RATER Model: Five dimensions of customer service excellence
- Best practices for call handling, documentation and quality assurance
- Measuring and monitoring customer satisfaction

## DAY 5

### Getting the Right Customer Service Attitude

- The importance of attitude and teamwork
- Focusing on continuous improvement
- Stress management tips to increase productivity
- Practical exercise: What are your biggest "timewasters" that block productivity?
- The customer service mission and vision
- Setting personal and professional goals
- Practical exercise: What is your Action Plan?
- End of course review and delegate feedback

## Registration form on the Training Course: Achieving Excellence in Customer Service - Providing a Quality Service

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Course Fees: 5950 € Euro

Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
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