



*Training Course:  
Customer Care and Communication Skills for  
Frontline Staff*

*29 June - 3 July 2026  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Customer Care and Communication Skills for Frontline Staff

Training Course code: MA234917 From: 29 June - 3 July 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

### Introduction

Frontline staff serve as the **primary ambassadors of the organization**, shaping customer perceptions through every interaction. As the first point of contact, their behavior, communication style, and professionalism directly influence customer satisfaction, brand reputation, and overall business success.

In today's highly competitive and customer-centric environment, organizations must ensure that frontline employees possess **exceptional customer service and communication skills**. This includes understanding customer needs and expectations, managing diverse personalities, and maintaining professionalism in high-pressure situations.

This program is designed to equip participants with the **practical skills, techniques, and mindset** required to deliver outstanding customer experiences. Through interactive exercises and real-life scenarios, participants will learn how to communicate effectively, manage challenging situations, and contribute to building a **positive organizational image and long-term customer loyalty**.

### Training Objectives

By the end of this program, participants will be able to:

- Understand the core concepts and importance of **customer care excellence**
- Identify the key drivers of **outstanding customer service** and customer satisfaction
- Recognize different **customer personalities and behavioral patterns**
- Apply effective **verbal and non-verbal communication skills**
- Adapt and develop their own **professional communication style**
- Utilize advanced **questioning and active listening techniques**
- Handle customer complaints and difficult situations using **emotional intelligence**
- Manage stress effectively in high-contact customer environments
- Build and sustain **customer loyalty** while enhancing the organization's image

### Target Audience

This program is designed for professionals who interact directly with customers, including:

- Receptionists and Front Desk Staff
- Customer Service Representatives
- Call Center Agents
- Secretaries and Administrative Staff
- Cashiers and Clerks

- Relationship Officers
- Any employee responsible for customer-facing roles

## Outline

### Day 1: Foundations of Customer Care Excellence

- Introduction to Customer Care and Its Strategic Importance
- Defining Excellent Customer Service
- Internal vs. External Customers and Expectations
- Features and Standards of Service Excellence
- Barriers to Delivering High-Quality Service
- The **UPOD Principle** in Customer Service
- The Impact of Customer Service on Organizational Success
- Creating the "WOW Factor" in Customer Experience
- First Impressions: Professional Image and Customer Perception

### Workshop & Activities:

- Case Study: Best vs. Worst Customer Service Experiences
- Group Discussion: Customer Expectations in Your Organization

### Day 2: Understanding Customer Behavior & Communication Styles

- Customer Needs, Wants, Expectations, and Perceptions
- Customer Personality Types and Behavioral Profiles
- Identifying and Managing Different Customer Styles
- Handling Conflict-Prone Personalities

### Non-Verbal Communication

- Understanding Body Language and Its Impact
- Interpreting Postures, Gestures, and Facial Expressions
- Identifying Communication Channels Visual, Auditory, Kinesthetic

### Vocal Communication

- Tone, Pitch, and Voice Control
- Recognizing Customer Communication Patterns

#### Workshop & Activities:

- Personality Assessment Exercise
- Practical Scenarios: Matching Communication Style to Customer Type

#### Day 3: Professional Communication Skills

- Fundamentals of Effective Communication
- The Four Communication Styles and Their Application
- Barriers to Communication and How to Overcome Them
- Building Rapport with Customers

#### Customer Interaction Skills

- Asking Effective Questions
- Using Positive Language and Professional Phrases
- Avoiding Negative Communication Habits
- Preparing for Customer Interactions

#### Active Listening Skills

- Importance of Listening in Customer Service
- Verbal and Non-Verbal Listening Techniques
- Improving Listening Accuracy and Empathy

#### Workshop & Activities:

- Listening Skills Practice
- Role Play: Effective vs. Ineffective Communication

#### Day 4: Handling Customers & Managing Difficult Situations

##### Customer Handling Excellence

- Front Desk Management and Professional Presence
- Professional Reception Skills
- Appearance, Behavior, and Professional Conduct
- Emotional Intelligence and Self-Awareness

##### Managing Difficult Customers

- Types of Difficult Customers
- Handling Complaints and Conflict Situations
- De-escalation Techniques and Maintaining Professionalism

### Advanced Communication

- Telephone Etiquette and Voice Techniques
- Elocution, Tone, and Clarity
- Avoiding Toxic Behaviors

### Stress Management

- Managing Work Pressure in Customer-Facing Roles
- Maintaining Composure and Productivity

### Workshop & Activities:

- Role Play: Handling Difficult Customers
- Scenario Analysis: Conflict Resolution

### Day 5: Building Customer Loyalty & Organizational Image

- The Role of Frontline Staff in Shaping Organizational Image
- Customer Experience and Service Excellence
- Building Trust and Long-Term Relationships
- Turning Satisfaction into Customer Loyalty

### Customer Journey & Experience

- Understanding Customer Touchpoints
- Delivering Consistent and Memorable Experiences
- Encouraging Positive Word-of-Mouth

### Practical Applications

- Defining the Loyal Customer
- Strategies to Build Customer Loyalty
- Action Planning for Workplace Implementation

### Final Activities:

- Case Study: Creating a Loyalty Strategy
- Group Presentation: Improving Customer Experience in Your Organization

## Registration form on the Training Course: Customer Care and Communication Skills for Frontline Staff

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
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### Company Information

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

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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