

CUSTOMER-ORIENTED BEHAVIOUR

content

- description and importance of "customer oriented behaviour"
- preparation of customer contacts
- appearance and presentation
- behaviour and communication
- conflict management
- flexibility
- finalization of customer contacts

target

The participants reflect the benefits and importance of customer oriented behaviour. Tools for a successful customer contact will be developed in teamwork and trained.

target group

Management personnel and employees with frequent customer contact.

(Sales force, sales back up, Installation, Service-Crew, Repair-Center, Spare parts dep., Trainers, Logistics and Reception)

duration

1 day / 2 days

location

according agreement