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CUSTOMER SERVICE FOR CONTRACTORS

PROGRAM FEE: \$2,200



PROGRAM OVERVIEW:

Welcome to the "Customer Service for Contractors" online training program! This comprehensive course is designed to equip contractors with essential customer service skills and strategies to enhance client satisfaction, build long-term relationships, and drive business success. The program is structured to cover various aspects of customer service tailored to the contractor industry.

MODULE 1 INTRODUCTION TO CUSTOMER SERVICE FOR CONTRACTORS

UNDERSTANDING CUSTOMER SERVICE IN THE CONTRACTOR INDUSTRY

- Defining Customer Service for Contractors
- Importance of Customer Satisfaction and Referrals

MODULE 2 UNDERSTANDING CUSTOMER NEEDS AND EXPECTATIONS

IDENTIFYING CUSTOMER NEEDS AND EXPECTATIONS

- Understanding Customer Expectations
- Needs Assessment and Effective Communication

MODULE 3 COMMUNICATION AND INTERPERSONAL SKILLS

EFFECTIVE COMMUNICATION TECHNIQUES

- Active Listening and Empathetic Communication
- Communicating Technical Information to Clients

CONFLICT RESOLUTION AND HANDLING DIFFICULT SITUATIONS

- Resolving Customer Complaints Professionally
- Dealing with Challenging Clients and Situations

MODULE 4 BUILDING TRUST AND RAPPORT

BUILDING TRUST WITH CLIENTS

- Building Credibility and Trustworthiness
- Establishing Long-Term Client Relationships

MANAGING CLIENT EXPECTATIONS

- Setting Realistic Expectations
- Managing Client Feedback and Expectations

MODULE 5 SERVICE EXCELLENCE AND VALUE ADDITION

DELIVERING EXCEPTIONAL SERVICE

- Going Above and Beyond: Adding Value to Services
- Personalizing Service to Client Preferences

QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT

- Implementing Quality Assurance Measures
- Learning from Feedback: Continuous Improvement Strategies



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MODULE 6 BUSINESS GROWTH AND SUSTAINABILITY

BUSINESS DEVELOPMENT AND CLIENT RETENTION

- Upselling and Cross-Selling Techniques
- Retaining Clients for Repeat Business and Referrals

MODULE 7 DIVERSITY AND INCLUSION

UNDERSTANDING DIVERSITY AND INCLUSION

- Importance of Diversity and Inclusion in Customer Service
- Recognizing and Addressing Bias in the Workplace

IMPLEMENTING INCLUSIVE PRACTICES

- Strategies for Inclusive Customer Interactions
- Creating a Welcoming Environment for All Clients

MODULE 8 TRUTH AND RECONCILIATION

INTRODUCTION TO TRUTH AND RECONCILIATION

- Understanding the Principles of Truth and Reconciliation
- The Role of Contractors in Supporting Indigenous Communities

CULTURAL COMPETENCY AND SENSITIVITY

- Building Awareness of Indigenous Cultures and Histories
- Best Practices for Engaging with Indigenous Clients and Communities

ADDITIONAL FEATURES:

- Interactive Learning Materials
- Real-world Examples
- Peer Collaboration
- Expert Guidance
- Resource Library

Join us on this journey to elevate your customer service skills, delight clients, and grow your contracting business sustainably!