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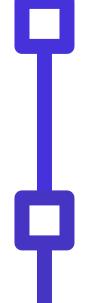
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### CUSTOMER SERVICE FOR CONTRACTORS

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



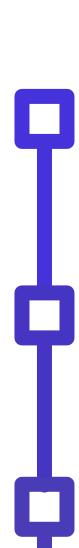
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### MODULE 6 BUSINESS GROWTH AND SUSTAINABILITY

#### 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 GuidanceResource Library

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