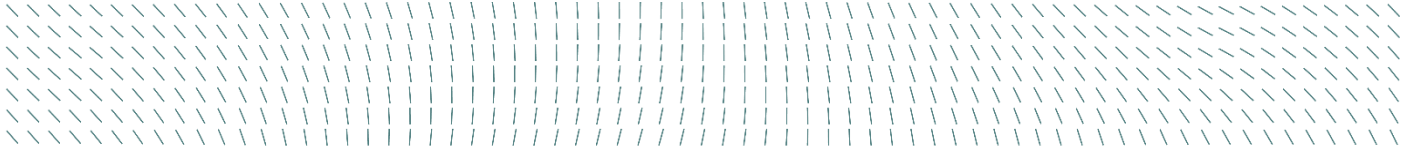


Customer Service Class



Synopsis

The Customer Service course provides the foundation for quality watch customer service management focusing both on technical knowledge (understanding the different service interventions and how to manage these) and client communication. The training ends with practical cases and role plays.

Objectives

The objective of the Customer Service course is to **develop the participants' skills and behaviors to offer excellent customer care**, acquiring the necessary technical knowledge and soft skills to manage efficiently Customer Service, specifically for staff in customer facing or customer support roles.

Length of the course

The Customer Service Opportunity course lasts 1 day.

Description of the course

Introduction

The Fondation de la Haute Horlogerie
Mission and partner brands

Watch essentials - reminders

Watch

Definition and terminology
The mechanical movement
The 6 organs

The Customer Service Opportunity

Defining Customer Service
The need for Customer Service
Customer Service is an opportunity
Increase sales through customer service
Why service watches?

The Service Operations

The different service operations
The complete service

FHACADEMY

Step by step presentation

Partial maintenance services

Straps and bracelets

Battery replacement

Magnetism

Water resistance

Certificates

Restauration

The art of bringing back to the watch to its former glory

Organization and processes

Process flow

Lead-time

Pricing

Warranty

Quotation

Pre-sale Service

Effective Customer Service Communication

Proactivity and professionalism

The Customer Service Ceremony

The welcoming

Active listening – understanding the client needs

The discovery and presentation

Registration

The retrieving

Follow-up

Effective communication

Do's and don'ts

Sales advice

Maintenance and care

Allergies

Watch use and handling

Box and papers

Practical Cases

Practical cases

Role-plays

Conclusion