

Customer Service Class, an opportunity

The Fondation de la Haute Horlogerie, whose mission is to promote and transmit watchmaking culture, is pleased to present the FHH Academy, its entity dedicated to watchmaking training worldwide. The FHH Academy offers a range of training courses, lectures, courses and workshops with the aim of acquiring the essential skills and knowledge related to the world of fine watchmaking.

Synopsis

The training can welcome up to 12 participants.

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.

The objectives of the module are :

- Participants will be able to understand the importance of a customer service of quality.
- Participants will be able to identify the different types of services and their global management.
- Participants will be able to better communicate and assist the client.

For whom?

This training is intended for any adult interested in the watchmaking field and does not require any prerequisites. However, the FHH Academy recommends at least one year's experience in the field.

Length of the course

The Luxury Sales Attitude workshop lasts for 1 day.

Description of the course

The Essentials

Reminder – the mechanical movement

Customer Service: an opportunity

Customer Service

- Definition
- The importance of customer Service
- Mechanical factors influence performance
- Signs for servicing

Service interventions

Types of intervention

- Complete overhaul
- Periodic interventions
- Restoration

Service interventions

- The service chain
- Lead times
- Cost
- The warranty
- The estimation
- Stock maintenance

Communication

Customer care

- Greet the customer
- Gathering information
- Wrap up

Tracking

- The essentials
- Returning a watch

Behavior

- Attitude
- Do's and don'ts
- The right words
- Your rights

Product guidance

- 6 basics

Case studies

- 6 case studies

Role-play

- The calmed customer
- The angry customer
- The disappointed customer
- Watch unexpectedly stops

Conclusion

View customer service differently

Registration

To register, please contact us via the contact form on the website:

<https://fhhacademy.hautehorlogerie.org/contact>