

# **Skills for Employment Investment Project (SEIP)**

**Standards/ Curriculum Format  
For  
Customer Support and Services**

**Course Duration: 1 Month**

## Course Structure and Requirements

### Course Title: Customer Support and Service

#### Course Objectives:

- a) This course is specially designed to provide Customer Support and Service to cope with the requirement of managerial occupations of the IT sector. The course will be implemented to ensure at least 40 % of total contact hours on practical/hands on skills training or practice and 60% trade/ occupations related soft modules;
- b) The course is designed to enable trainees to acquire a range of Customer Service including writing course materials, presentation to improve customer service and support which is help to improve and utilized both employee and the organization
- c) The course is designed to meet the required competencies of the occupations needed in the job market in and outside the country;

#### Course Outline

Name of the Course	Duration of Course	Entry Qualification
<b>Customer Support and Services</b>	1. Three days per week 2. 4:00 Hours per day	1. Age minimum =25 yrs 2. Education = Graduation----- passed

## Module 1: Basic Concepts of Customer Support and Service

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Generic- Compulsory</b>		
	CSS-M1-GC-01	What is customer support and service?
	CSS-M1-GC-02	Who Are Customer?
	CSS-M1-GC-03	What is customer really wanted from you
<b>Occupation Specific Knowledge (trade theory) -Compulsory</b>		
	CSS-M1-SK-01	Customer satisfaction
	CSS-M1-SK-02	Customer expectations
	CSS-M1-SK-03	Excellent and poor Customer support and service
	CSS-M1-SK-04	What is the role as a Customer service?
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
		Developing Customer Support and service standard?
		Maintaining a positive Attitude
		Measuring service transaction
		The Value of Customer Service Training

## Module 2: Communicating Effectively with Customers for Support

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Generic Compulsory</b>		
	CSS-M2-GC-01	Why it is important to communicate well
	CSS-M2-GC-02	Choose and use the appropriate communication methods
	CSS-M2-GC-03	Understanding your customer's Communication Style
	CSS-M2-GC-04	Speaking in the Positive: Words and Tone of Voice
<b>Occupation Specific Knowledge (trade theory) -Compulsory</b>		
	CSS-M2-SK-01	Remove the communication barrier
	CSS-M2-SK-01	Developing Active Listening Skills
	CSS-M2-SK-01	Use behavior appropriate to the situation
	CSS-M2-SK-01	Effective non-verbal communication
<b>Occupation Specific Skills(trade theory) -Compulsory</b>		
		Developing Active Listening Skills
		Improving you telephone communication style
		Body Language: You
		Sending a Message through Physical Surroundings

### Module 3: Building a Strong Foundation

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Occupation Specific Knowledge( Trade theory) -Compulsory</b>		
	CSS-M3-GC-01	Showing customer that you value their business
	CSS-M3-GC-02	Making the customer's problem your problem
	CSS-M3-GC-03	Understanding customer behavior and creating positive outcome
	CSS-M3-GC-04	Customer relationships
	CSS-M3-GC-05	Internal customers and external customers
	CSS-M3-GC-06	The components of the customer service process
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
	CSS-M3-SK-01	Determining why your customer complains
	CSS-M3-SK-02	Calming upset customers
	CSS-M3-SK-03	Recognizing different conflict styles
	CSS-M3-SK-04	Control your emotions
	CSS-M3-SK-05	Customer loyalty
	CSS-M3-SK-06	Handling difficult customers by saying positive

## Module 4: Continuously Improving Customer support and Service

SI No	Unit Code	Unit of Competency (UoC)Title
<b>Occupation Specific Knowledge(trade theory)-Compulsory</b>		
	<b>CSS-M4-GC-01</b>	<b>Effective system for customer</b>
	<b>CSS-M4-GC-02</b>	<b>The benefits of customer service procedures</b>
	<b>CSS-M4-GC-03</b>	<b>Conducting a Customer Service Audit</b>
	<b>CSS-M4-GC-04</b>	<b>Reviewing Your Customer Service System</b>
	<b>CSS-M4-GC-05</b>	<b>Gain valuable feedback from your customers</b>
	<b>CSS-M4-GC-06</b>	<b>Identify and meet customer preferences</b>
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
	<b>CSS-M4-SK-01</b>	<b>Product or Service information and selection</b>
	<b>CSS-M4-SK-02</b>	<b>Product and service innovation</b>
	<b>CSS-M4-SK-03</b>	<b>System for customer feedback</b>
	<b>CSS-M4-SK-04</b>	<b>Resolve problems as soon as possible</b>
	<b>CSS-M4-SK-05</b>	<b>Educating the customers about service and product</b>
	<b>CSS-M4-SK-06</b>	<b>Use ICT to support you system</b>