### **Customer Service Training Plan**

#### **1. Introduction**

* Purpose of the training program.
* Importance of training for achieving customer service excellence.

#### **2. Training Goals**

* Specific skills and knowledge to be developed (e.g., communication, problem-solving).
* Measurable outcomes.

#### **3. Training Needs Assessment**

* Identification of skills gaps.
* Tailored training based on employee roles and responsibilities.

#### **4. Training Content**

* Modules/topics to be covered (e.g., active listening, handling complaints, product knowledge).
* Format: in-person, online, or hybrid sessions.

#### **5. Training Schedule**

* Timeline for training sessions.
* Frequency and duration.

#### **6. Resources and Tools**

* Training materials (e.g., manuals, videos, role-play scenarios).
* Technology/platforms for delivering training.

#### **7. Evaluation and Feedback**

* Pre- and post-training assessments.
* Participant feedback to improve training effectiveness.