

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.