

Five-star customer communication in a foreign language

Target Audience:

International companies whose customer service teams communicate with clients in a language that is not their mother tongue.

Challenge:

When customer service teams operate in a foreign language, misunderstandings can easily occur. In demanding or emotionally charged conversations, employees may lack the linguistic confidence to remain calm, professional, and persuasive.

This can lead to:

- Reduced customer satisfaction
- Escalations that could have been prevented
- Lower employee confidence
- Missed opportunities to strengthen relationships

My approach – Five-star communication:

I strengthen your teams' communication competence in everyday interactions with international customers and business partners.

The program focuses on:

- Clear and structured communication in a non-native language (DE, EN, FR)
- Confident handling of challenging conversations
- Professional tone in both written and phone communication
- Identifying customer needs accurately, even under pressure
- Creating positive customer experiences through presence and clarity

Format:

- Interactive workshops incl. real-case simulations
- Individual coaching sessions for Customer Service managers and teamleads
- Intercultural competence

Next Steps: Short exploratory conversation to understand your team's current challenges

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Partner for international organizations seeking to strengthen leadership, communication, and customer relationships in a sustainable way.