

CUSTOMER SERVICE EXCELLENCE

A fantastic one day course to get staff communicating professionally and confidently with customers over the telephone, face-to-face and via email. Equip your staff with a 'customer focused and can-do attitude' along with the self-assurance to deliver service excellence to a wide range of customers with professionalism, confidence and pride, even the more challenging or complaining ones! A win-win for your customers, your business and your staff.

This fun, dynamic and interactive workshop will equip participants with the knowledge, skills and techniques required to transform how they manage relationships with customers. Each and every one of us serves customers, whether we realise it or not. Maybe you're in a frontline position serving the people who buy your products. Perhaps you're serving staff members in other departments within your organisation.

Participants will develop strategies for communicating with customers in a professional and positive manner, building rapport authentically, providing a great customer experience each and every time, building loyalty and repeat business, handling customer issues/complaints and much more. This course also covers telephone etiquette, email and face-to-face communication.

Workshop Objectives

- Understand the importance of measuring up to the mission, vision and values of your organisation (In-House)
- Understand who your customers are, what they need and what they expect
- Understand the importance of delivering a great customer experience to both your internal and external customers
- Understand the importance of internal service and how this sets a positive tone for all personal interactions
- Understand how your attitude affects customer service delivery
- Develop strategies to ensure you maintain a positive and customer focused attitude
- Explore ways to exceed customer expectations and add value to the customer experience
- Use outstanding customer service to generate loyal customers and repeat business
- How to be proactive and prevent complaints or concerns from arising
- Apply a five-step process for transforming customer disappointment, issues and complaints into opportunities
- Learn ways to control your reactions and choose how to respond to challenging situations
- Develop ways to communicate using positive, professional and constructive language
- Apply rapport building techniques to enhance the customer experience and build trust with your customers
- Develop professional telephone techniques and strategies for all stages of your telephone communication
- Understand the key elements of effective email communication



Available In-house
*Get your team on the
'same page' and your
business on track
for consistent success
with a tailored
In-house workshop.*