



Who should attend
Suitable for all employees
who interact with customers

Duration
1 Day

Excellence in Customer Service

Purpose of the workshop

To compete profitably in today's market place you have to provide more than exceptional products or services at great prices, to be ahead of the competition you need to provide an excellent level of customer service. A lot of organisations talk about providing a first rate level of service, however they fall down by not implementing the necessary steps to provide the service at the level they want. This interactive workshop will help make sure that your organisation can deliver these claims, create improved customer relationships and develop a smoother, more efficient, more profitable company.

Outcomes

- What is customer service?
- Customer service and the organisation
- Consequence of providing poor service
- Who are your customers and what are their needs?
- Customer moments of truth
- Building customer relations and developing rapport
- Effective communication skills
- How to handle complaints and use them to your advantage
- Handling aggression
- How to handle customers assertively
- The Customer Service Action Plan

