

Customer Service

In a competitive marketplace, customer service becomes an important differentiator. This one-day workshop highlights the characteristics of excellent customer service and provides delegates with the skills to provide it.

Who is it for?

Anyone who provides a service to external or internal customers

What do I get out of it?

- ✦ An understanding of who your customers are and how to meet their needs
- ✦ You'll be able to recognise the importance of providing excellent customer service
- ✦ The workshop also focuses on the key components of customer service and putting into practice these elements when managing customer relationships

Course Overview

- ✦ Identifying both internal and external customers
- ✦ Recognising and removing barriers to customer service
- ✦ Defining customer service and why it *really* matters
- ✦ Understanding customer needs
- ✦ Recognising critical customer interactions
- ✦ Identifying your current customer service skill levels
- ✦ Practicing key communication techniques including questioning, listening and rapport building
- ✦ Etiquette
- ✦ Dealing with angry/difficult customers

What's it about?

The workshop is an interactive event which requires delegate participation, this is not facilitated using PowerPoint delivered but is trainer lead using diverse and interactive methodology. The workshop will aid delegates in defining customer service and applying key skills and techniques. The session also encompasses dealing with difficult customers and challenging situations

