

Achieving Customer Service Excellence

One Day Course

Overview

Achieving Customer Service Excellence is a one day course designed to refresh and enhance customer service skills. It enables participants to re-focus and understand the vital importance of customer service and provides the opportunity to learn and practice skills and techniques to deliver and maintain exceptional customer service.

Course Objectives

- Enhancing communication skills
- Achieving advanced listening and responding skills
- Caring for yourself as well as your customers
- Handling difficult situations with empathy and efficiency
- Achieving real excellence in customer service

Key topics include:

Defining Service Excellence

- What is customer service really like?
- How do you feel when it's good/bad?
- Understanding the impact of achieving service excellence

Meeting Expectations

- Setting SMART goals and objectives
- The importance of first impressions

Communicating with Customers

- Recognising that communication is more than what you say
- Using body language and tone of voice to maximise effective communications
- Establishing customer empathy
- Successfully managing difficult personalities
- Understanding the qualities of assertive communication
- Top ten tips on how to achieve assertiveness

Successful Questioning Techniques

- Using different types of questions effectively

Listening Skills

- Appreciate barriers to listening
- Guidelines for more effective listening
- Practice active listening skills

Handling Conflict and Complaints

- Recognising the nature of complaints
- Learning from statistics
- The positive effect of resolving complaints
- Defusing tactics for angry customers
- Complaint handling scenarios
- Practice the art of saying "No"

Maximising Motivation

- Factors which affect your motivation
- Self-talk and positive thinking

Best Practices

- Participants work together to agree "Best Practices for Customer Service"

Personal Action Plans

- Participants devise a personal Plan of Action, identifying their personal take-out of the course and areas for their development.

For further information please contact

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