ACHIEVING EXCELLENCE IN CUSTOMER SERVICE:
PROVIDING A QUALITY SERVICE

DURATION

2 days

OVERVIEW

In today's marketplace it's vital your staffs are able to provide exceptional customer service. With customers demanding all the time, it's critical to every organization to invest in customer service training. No matter what type of business you're in, gaining new customers and keeping them is harder than ever before. Unless your company employees have the skills to keep your customers satisfied and happy, you'll quickly notice your profitability start to decline. If you want to maximize profitability, increase productivity and improve performance, then this workshop is what you're looking for.

Creating and developing a team of individuals, who can in turn manage the service that is provided to customers, is vital to the success of any organization that wishes to provide an excellent customer service. There's no mystery to achieving excellent customer service, it takes a sincere desire to help and succeed, as well as a common-sense approach and an understanding of the fundamental aspects of human behavior.

This program will utilize Transfer of Learning Methodologies to ensure that all skills learned in the workshop are implemented in the workplace. This entails action-learning and experiential activities using a range of interactive and experiential exercises, debates, case studies, games and visual images/video, through which participants will apply and practice workshop concepts in a safe environment to guarantee successful transfer of knowledge to the workplace.

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Holding
MAKING THE DIFFERENCE

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CUSTOMER SERVICE

KEY MODULES

1. WHAT IS CUSTOMER SERVICE
2. HOW TO DEVELOP EMOTIONAL INTELLIGENCE
3. SELF AWARENESS - DEVELOPING THE RIGHT ATTITUDE
4. INTRA AND INTER-PERSONAL SKILLS IN COMMUNICATION
5. COMMUNICATION PRINCIPALS
6. RELATIONSHIPS WITH COLLEAGUES AND CUSTOMERS
7. COMMUNICATION BARRIERS
8. DEALING WITH DIFFICULT CUSTOMERS
9. CUSTOMER CARE IS AN ATTITUDE NOT A DEPARTMENT
10. IDENTIFYING THE NEEDS OF THE CUSTOMERS
11. HOW TO ESTABLISH AN IMMEDIATE RAPPORT
12. LEAVING POSITIVE, LASTING IMPRESSIONS
13. ESTABLISHING THE “NORMS” OF CUSTOMER CARE
14. WHAT MOTIVATES YOU
15. SEEING THINGS FROM THE CUSTOMERS VIEWPOINT
16. SERVICE STRATEGIES
17. TIME & PRIORITY MANAGEMENT
18. A BETTER IMAGE FOR YOUR ORGANIZATION
19. ATTITUDE OF EXCELLENT SERVICE
20. WIN- WIN STRATEGIES
21. DEALING WITH COMPLAINTS
22. BUILDING RAPPORT AND EMPATHY
23. ENVIRONMENT OF TRUST
24. ACTION PLANNING
25. WRAP UP

LEARNING OUTCOMES

- Identify ways to establish links between excellence in customer service and business practices and policies
- Develop the skills and practices that are essential elements of a customer-service-focused manager
- Recognize what employees are looking for to be truly engaged
- Recognize who their customers are and what they are looking for
- Develop strategies for creating engaged employees and satisfied customers
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