CUSTOMER SERVICE SKILLS

PREFERRED TRAINING NETWORKS

Looking for quality customer service training for your employees? Expect a little push back as many people have attended a customer service skills workshop that was bland. Fear not, we deliver tailored customer service training workshops so the content is very relevant.

Tailored in-house customer service training sessions give your people the opportunity to figure out the best and worst parts of your customer service. Sometimes people delivering customer service can unintentionally make a customer unhappy. Maybe it's a lack of empathy, or poor body language, or talking over the customer.

This course helps your team understand how customers form expectations and how to exceed them. Then they can deliver a consistent, high-quality customer experience.

GET A QUICK QUOTE

Get your instant, no-obligation quote in *less than 5 clicks.*

KEY COURSE CONTENT

- Understand the benefits of implementing a quality service approach
- Identify customer needs and provide the best available service
- Provide a fit to meet customer needs
- Implement appropriate strategies for meeting changing customer needs
- Handle requests that cannot be met, or outside the scope of their responsibility
- Turn difficult customers/situations into opportunities for the organisation
- Professionally communicating with difficult customers
- Identify the hot spots that cause customer frustration
- Implement a service recovery system
- Develop your listening and questioning skills

Target Audience
Team leaders, employees and client-facing staff

Duration
Available as a full-day or half-day course

Delivery
Available in-person at your organisation/venue, or virtual

Group Size
Recommended 6 to 10 participants

Takeaways & Resources
Participants receive a certificate of completion (including Continuous Professional Development hours) and can opt for a free follow-up refresher course with the original trainer

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