

CUSTOMER SERVICE SKILLS

for people who don't think they are in

CUSTOMER SERVICE ROLES

If you're employed by an organisation, you're involved in customer service...

This course is designed for people who operate away from the front line customer service team. The course is designed to give participants some practical tools to help them build better relationships with customers. The course also reminds participants that they also have internal customers.

So if you'd like to embed a culture of customer service across your organisation, this course is highly recommended.

"If you make the customer a promise make sure you deliver it"

- Merv Griffin

Note: this applies to your internal customers too



KEY LEARNING OUTCOMES

At the conclusion of the course participants will be able to:

- ◆ discuss how your role impacts customer perceptions of the organisation
- ◆ build rapport with other internal and external customers even when it seems impossible
- ◆ analyse the impact of setting customer experiences and expectations
- ◆ look & listen from a customer's perspective
- ◆ identify "moments of truth" that impact service quality
- ◆ analyse the zone of tolerance
- ◆ replace "but" with "and" to notice an immediate impact
- ◆ analyse 4 service delivery mistakes that trip up technical people and SMEs
- ◆ break down communication silos to embed "can do" culture for customers
- ◆ blueprint your service delivery
- ◆ review some key insights from body language
- ◆ substitute unhelpful vocabulary with terms that improve relationships
- ◆ build a service recovery strategy when the service delivery falls short

NUTS AND BOLTS

Would you like to attend this program?

For maximum effectiveness, this program is best conducted as an in-house program.

Venue: For your convenience, you can choose to conduct this program at your workplace. Alternatively, we can provide a training venue at a small additional cost.

Duration: Each course can be tailored to your timeframes.

www.preftrain.com

Target Audience: Managers and staff

Look at what you receive within 24 hours at no cost:

- ◆ an obligation free proposal
- ◆ a bio of a proposed trainer
- ◆ training cost
- ◆ possible training dates (if requested)

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