

Customer Service & Excellent Care

“My customer is everyone who isn’t me” is without doubt the best way to approach everyone you come into contact with including colleagues, to ensure that you are able to maximise every opportunity for success, that comes your way. 68% of customers continue to move-on, or find another business partner because of one bad experience, or a less than positive attitude to their needs. ‘It’s not rocket science’ – and the solution is so very easy...

Who will benefit from attending?

Every individual who interacts with customers and clients, face-to-face, by phone and the written word, or who manages a team. Front Office, Back office, everywhere in your organisation is up for grabs and crucial to creating customer service and care that’s second to none.

Course Content

- This enjoyable course includes discussion of your real experiences, practical ideas to improve customer service, and hands-on role-plays to ensure that you leave the day, with skills you can use immediately.
- Customer Satisfaction: Learn how to satisfy yourself whilst satisfying customers, so you feel good about them and they come back for more.
- Customer Care and Customer Service: What it really means. How to achieve it. Who and What are prospects. What customers will expect from you. The importance of internal customers -colleagues.
- How to create your own customer care and service Charter, own it, focus on it and serve up the best, even when you feel at your worst.
- Welcome complaints and turn challenges into opportunities: Learn how to get the best from customers who are Angry, Rude, Awkward, and those who rabbit on, and on and...on...
- How to convert enquiries into more business.
- How to optimise your Telephone Techniques and Skills par excellence...
- How to steer clear of burn-out and stress. Build the best attitude. Fully get to grips with understanding the customer’s needs. Communicate with extreme clarity. Achieve customer agreement. Always summarise and check for customer understanding. Go for action and follow-up. Don’t be a stranger, build rapport and ongoing satisfaction.

Key Benefits

1. Meaningful practical exercises.
2. Expertise you can take away and use immediately
3. Back-up refresher notes that are easy to follow
4. Training on your own premises or open scheduled courses.