

Excellence in Customer Service

“The key is to set realistic customer expectations, and then not to just meet them, but to exceed them — preferably in unexpected and helpful ways.” Richard Branson

Each and everyone of us serves customers, whether we realise it or not. Maybe you're on the front line of an organisation serving and helping customers every day. Perhaps you're a sales rep selling new products and services to potential customers. Or perhaps you work in IT support and your customers are your colleagues!

Our Excellence in Customer Service workshop will look at all types of customers and how we can serve them better. Participants will be provided with a strong skill set including in-person and over the phone techniques, dealing with difficult customers and generating long term customer loyalty.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Better understanding of the impact and importance of customer service.
2. A shift in staff motivation to develop skills and change behaviour.
3. Improved customer service and communication skills.
4. Improved interaction and working relations within the team.

WHO IS THIS FOR?

This programme is best suited for your sales and service teams and can be adapted to all levels.

COURSE CONTENT

1. Getting started on service; what is good service and why is it so important?
2. The role we all have to play as brand ambassadors.
3. All about attitude; the effect on service and use of non-verbals and para-verbals in developing good relations .
4. What is social intelligence; the role of EQ and consequential thinking in delivering excellent service to customers.
5. Getting into the shoes of the customer; empathy and building rapport.
6. Identifying and addressing customer needs; active listening and staying outside the box.
7. Recovering difficult customers; triggers and calmers and turning customers around.
8. Handling complaints; effective techniques to solve problems.
9. Building relations for the long term.
10. Re-defining customer service in your organisation.

Call us now on the numbers below

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