

Customer Service Excellence

Aim of the Workshop

To compete profitably in today's market place you have to provide more than exceptional products at great prices, to be ahead of the competition you need to provide an excellent level of customer service. A lot of customers talk about providing a first rate level of service, however they fall down by not implementing the necessary steps to provide the service at the level they want. However, if you can make sure that your organization can deliver these claims, you will create improved customer relationships and a develop a smoother, more efficient, more profitable company

Workshop objectives

At the end of this workshop those attending will be able to:

- Explain what is meant by customer service
- Understand the importance of meeting the customers needs
- Identify the skills and knowledge needed to deliver excellent customer service
- Explain the importance of developing rapport with your customers
- Develop an action plan to improve service in your company

Workshop Content

- What is customer service?
- Customer service and the organisation
- Consequence of providing poor service
- Who are your customers and what are their needs
- Building customer relations and developing rapport
- Effective communication skills
- How to handle complaints and use them to your advantage
- Handling aggression
- How to handle customers assertively
- The Customer Service Action Plan

Workshop attendees

This Workshop is suitable for anybody who wants to develop excellent customer service skills or managers who want to implement them in company.

Workshop duration

This event is of 1-days duration

Workshop fee

£147 per person includes course manual

For more information contact us at info@the-complete-training-company.co.uk

The Complete Training Company
18 Marigold Walk, Widmer End Bucks HP15 6BZ
Tel: 01494 718970 Email info@the-complete-training-company.co.uk