

Excellence in Customer Service

Course Code

SSBS152

Duration

1 Day

Format

Classroom | Classroom/Virtual | Virtual

Overview

A customer's opinion of an entire company is decided upon from their experience with the individuals they come into contact with.

Understanding customer needs and expectations and responding positively to them are key to excellent customer service. Participants will explore providing best practice customer service in challenging situations while building self-awareness, resilience and strengthened professionalism.

This one or two-day programme will support participants to gain skill and confidence when dealing with customers at any level.

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Objectives

Become knowledgeable and skilled in all aspects of Customer Service

Content

- The Principals of World Class Customer Service
- Assess competencies, skills and talents for providing excellent customer service. Consistency in Customer Service
- Going the extra mile
- The Power of Compassionate Communication
- Using communication techniques to enhance the customer experience
- Maintaining self-control and calm in difficult situations.
- What do Customers Want?
- Assessing customer needs and expectations.
- Using empathy to identify and meet needs and adjust expectations.
- Challenging Customers
- How to de-escalate an irate caller/customer
- Maintaining calm and modeling professionalism in challenging situations

Who Should Attend

This course is suitable for anyone working in a customer-facing role. Whether by telephone or face-to-face, the

'Best Practice' principles of customer service can have a hugely positive impact across an entire company.

This programme is aimed at all levels from entry level or as a refresher for experienced customer service providers.

Prerequisites

There are no prerequisites for this course.

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- Problem-solving
- Approaches to resolution with customers
- Holding on to customers through the problem resolution experience