



Workshop Overview

When is the last time you received excellent customer service? More often than not the first thing you do when in this fortunate position is to tell your family and friends. The aim of this workshop is not just about client retention, it is rather about attracting new customers. This course covers handling customers professionally and dealing with customers efficiently and effectively, it covers customer insights, customer satisfaction, threats of poor customer service and building better relationship using proven customer service techniques.



Benefits

By attending this one-day workshop you will learn best practice customer service skills and techniques that you can put into practice in the workplace immediately. You will learn special methods to demonstrate empathy with the customer and build rapport as well as gaining confidence to deal positively with difficult and demanding customers.

Outcomes & Content

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| ✓ Making customer service second nature | ✓ Build the relationship and communications |
| ✓ Identify opportunities to improve service levels | ✓ Manage complaints and difficult situations |
| ✓ Good and bad service examples | ✓ Build an assertive approach |
| ✓ Listen, show empathy and build rapport | ✓ Develop a personal action plan |
| ✓ Get to know the customers' requirements | ✓ Body language and NLP techniques |



Who should attend ?

This workshop is designed for customer service teams but equally would suit anyone who interacts with customers either in person or indeed on the telephone. The aim of the workshop is to provide you with a comprehensive framework and customer service toolkit.

