

Delivering Customer Service Excellence

Learn via: **Classroom**

Duration: **2 Days**

Overview

This facilitated course will help delegates to build on existing skills, confidently resolve any challenging situations and take away practical, simple and effective tools and models that will immediately improve the service levels they and their department provide.

Excellent customer service is a key differentiator when we choose where to place our business. It is not only commercially sound to deliver service excellence - it also creates a great working environment.

Who Should Attend

For individuals who deal with external or internal customers either face-to-face, by email or over the telephone.

What You Will Learn

- What does service excellence look and feel like?
- How to exceed customer expectations.
- Demonstrating effective service excellence behaviours.
- How to handle conflict or emotional upset.
- Practice in active listening.
- Practice in effective questioning techniques.
- Practice in professional email etiquette.
- Using matching and signalling techniques.
- Recognising and creating 'moments of truth'.
- Dealing with challenging customers.
- How to recognise a Parent/Adult/Child dynamic - Transactional Analysis.
- How to make your customers feel valued and important.