

## Achieving Excellence in Customer Service

### Overview

This one day course aims to help delegates to explore the concept of excellent customer service and how that differs from acceptable or poor service. It is an intense, powerful and interactive course designed to encourage delegates to question their own behaviours and to consider how they can change for the better.

### Target Group

This course is aimed at any level of personnel who come into contact with customers / clients on a regular basis.

### Objectives

By the end of this course delegates will be able to;

- Understand the importance of creating the right impression
- Understand customer perceptions and communication
- Identify listening and questioning techniques
- Demonstrate verbal and non verbal communication techniques
- Develop a positive outlook
- Deal effectively with complaints and aggressive customers

### Course content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.

- Generating commitment
- Creating a positive image.
- Getting the message across
- Problem solving & negotiating skills
- Dealing with difficult situations
- Sustaining a customer service focus.
- Increasing customer loyalty

### Outcomes

Each delegate will receive detailed developmental feedback from both colleagues and facilitator and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.