

Customer Service

Without customers we have no jobs. Delight your customers and give them exceptional customer service. Your customers must be impressed and excited, and the service must be memorable. Why? It's not only easier to get repeat business from happy customers – it's less expensive! And, happy customers tell others. When you focus on customer service, everything else falls into place.

Programme Content

Why give exceptional customer Service?

- The importance of customer service
- Who are your customers?
- Internal customers
- External customers
- Customers' expectations
- Customer service is an attitude

First Impressions

- Moments of truth
- Lasting impressions

Communication

- Choosing your behaviour
- Building rapport and good will
- Voice inflection
- Body language
- Identifying customers' needs
- Listening & questioning
- Communication barriers
- Communication styles
- Personal appearance

Managing Difficult Customers

- Understanding different perspectives
- The angry customer
- Dealing with emotions assertively
- Dealing with complaints
- Win/win resolution and reaching agreements

Dealing with Stress

- What are your stress signs?
- Staying energised

Action Plan

- Set actions to transfer back at the workplace

Learning Outcomes

At the end of this course participants will be able to:

- Understand the importance of giving exceptional customer service.
- Identify who their internal and external customers are.
- Understand the importance of a positive attitude.
- Choose a positive attitude with customers.
- Maximise personal impact and communicate on many different levels.
- Develop rapport with customers, even the difficult ones.
- Act positively in a moment of truth.
- Leave the customer with a positive lasting impression.
- Identify how their personal appearance influences the customer service function.
- Deal effectively with difficult customers.
- Deal effectively with customer complaints.
- Develop strategies to deal with stress that result from dealing with difficult customers.

Duration:

1 Day

9am – 4pm

Customisation

Through Kroon Training Services all training will be customised, so they are timely and relevant for the participants and “real” learning takes place.

For more information about your specific requirements, please contact



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