



Customer Service Excellence[®]

Professional Development Seminar

LEARNING OUTCOMES

- INCREASE YOUR CREDIBILITY WITH CUSTOMERS AND YOUR PERSONAL VALUE TO YOUR ORGANISATION
- APPRECIATE HOW CUSTOMER SERVICE EFFORTS IMPACT ON AN ORGANISATIONS REPUTATION
- UTILISE A RANGE OF EMOTIONALLY INTELLIGENT SKILLS WHEN DEALING WITH CUSTOMERS
- RESPOND TO YOUR CUSTOMER NEEDS FASTER, WITH AN EMPHASIS ON SERVICE AND QUALITY
- UTILISE A POWERFUL SET OF VERBAL AND BODY LANGUAGE SERVICE SKILLS

THE FACTS Delivering exceptional service and support are vital to the success of any customer-focused organisation. The one-day Customer Service Excellence seminar shows each of your people the secrets and benefits of delivering truly outstanding customer service.

After all, no organisation can afford to frustrate internal or lose external customers because of average or poor service; but many do. However, studies show that the customers who feel they are treated well and are made to feel important are not only likely to do business with you again, but will become your best form of advertising!

After attending this powerful Customer Service Excellence seminar, your people will have a new attitude and an increased desire to improve every customer interaction.

The result? Customers who will want to do business with you!

After just one day, participants will leave this program empowered with the skills and confidence to communicate more effectively, listen with greater empathy, resolve more complaints or misunderstandings, as well as have a better understanding of the enormous impact that service has on your team and organisation. Imagine what kind of ripple-effect that will have on your business!

- ✓ Communicating with influence and impact
- ✓ Prepare yourself to manage customers interactions effectively
- ✓ Techniques for dealing with upset customers
- ✓ Managing customers by understanding their buying behaviour



SESSION OUTLINE (Two-Day Program)

During this highly interactive, yet results focused training program, we combine informative discussions, group activities, and role-plays with powerful information to help each person practice and refine their customer service skills in real-life, real-time situations. Packed with practical exercises, eye-opening and relevant case studies, Customer Service Excellence© is a must for any professional, manager, or team member working with and serving customers.

Using real life experiences and case studies from your specific industry, Customer Service Excellence will provide each of your people opportunities to benchmark and measure their current performances against best practice standards across similar and competitor industries and organisations.

MODULE 1: Meeting Customer Expectations
Managing customer expectations
Identify your customers most important expectations

MODULE 2: Delivering Exceptional, Personal Service
Understand yourself and your own behavioural style
How to expand your communication skills for stronger customer rapport

MODULE 3: Customer Service Communication
Applying communication modelling strategies
Use persuasive language patterns
Negotiating for win/win outcomes

MODULE 4: Dealing with Difficult Customers
Turn an angry customer into a happy repeat customer using a recovery system



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, detailed training manual and reference material. In addition, participants receive password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

ON-LINE COACHING AFTER THE TRAINING

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to complimentary e-Coaching.

This unique coaching program can be undertaken 14 days after the initial training.

At the comfort of their desk and at a time which suits them, participants enjoy this coaching session which reinforces all that has been learnt at this development program.



CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



CONTACTING US

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