

# CUSTOMER SERVICE EXCELLENCE

2 x 3 (3hrs) modules



**Providing good customer service is not enough anymore. Now, your service has to be so exceptional that it differentiates your business. Today smart organisations are focusing on the customer as the source for growth and reorganising to become more customer centric.**

## THE BENEFITS



**“Being on par in terms of price and quality only gets you into the game. Service wins the game.”**

**Tony Alessandra**

- INCREASE CUSTOMER SATISFACTION
- INCREASE YOUR CREDIBILITY WITH CUSTOMERS AND YOUR VALUE TO THE ORGANISATION
- STRENGTHEN RELATIONSHIPS
- DEVELOP A MORE POSITIVE ATTITUDE & INCREASED CONFIDENCE
- MANAGE STRESSFUL SITUATIONS MORE EFFECTIVELY

## WHO SHOULD ATTEND?

TEAM LEADERS SUPERVISORS AND TEAM MEMBERS.

## HOW IT WILL BE DELIVERED

**Customer Service Excellence** COVERS TWO MODULES OF THREE HOURS EACH RUN OVER TWO WEEKS. AT THE END OF THE FIRST MODULE PARTICIPANTS WILL BE GIVEN WORKPLACE ACTIVITIES TO PRACTICE BEFORE

## WHAT YOU WILL COVER

- IDENTIFY FIRST-RATE CUSTOMER SERVICE
- RECOGNIZE PERFORMANCE GAPS
- IMPORTANCE OF PRODUCT/SERVICE KNOWLEDGE
- ACTIVE LISTENING SKILLS
- EFFECTIVE QUESTIONING SKILLS
- BODY LANGUAGE WHY IT IS SO IMPORTANT?



**All participants will have access to the facilitator for up to three months following the course via email or telephone.**