

Duration 1 day

Timings 9:30 – 16:30

Benefits

- Retain customers and exceed their expectations
- Identify and handle various different types of customer
- Enhance internal communications
- Enjoy the responsibility that ownership brings
- Understand the power of communication and the effect that positive language can have on the success of your communication

Course Description

The key to delivering outstanding customer service is creating the right first impression; first time, every time.

You will learn the principles of Total Quality Management to help you identify who your customers are and understand the value of putting them first.

You will also learn how to communicate positively and professionally to build rapport and engage with your customer. You can then deliver the excellent level of service your customers want and deserve.

Practical skills and advice on listening and questioning techniques that allow you to empathise and connect with your customer whilst enhancing the reputation of your company as one who goes the extra mile.

Pre Course Requisites

There are no pre-requisites for this course.

To get the best out of the course, complete our pre-course questionnaire. This will give us a good understanding of why you are doing the training what your expectation are.

Course Content

- Identifying, meeting and exceeding customers' expectations
- Dealing with customers on the telephone
- Managing 'difficult' customers
- The importance of Total Quality Management
- Understanding team dynamics
- Communicating successfully
- Active listening skills
- Effective questioning techniques
- How you can measure success