

# Customer Service Excellence



Duration: 1 day



Maximum group size: 12 people

## Course overview

This course provides delegates with the key skills and behaviours necessary to provide outstanding customer service. Delegates will learn how to make each customer feel important and develop the confidence to successfully handle a range of different enquiries.

## Who would benefit from attending?

Employees who are responsible for managing a range of different customer enquiries on a daily basis.

## Core development objectives covered

- What is customer service excellence?
- Offering a service that reflects the businesses values & beliefs
- Identifying your role in keeping the customer satisfied
- The cost of not keeping customers satisfied
- How to recognise moments of truth
- Using good questioning skills to clarify customer requirements
- Active listening skills
- Communicating with different personalities
- Professional telephone techniques
- Applying a positive attitude to handling customer enquiries
- How to calm an upset customer
- Maintaining personal energy levels
- How to build strong & long lasting customer relationships

## Delivery methodology

Futureproof's training workshops require all delegates to take a full and active role throughout. Our mix of trainer led discussion, facilitation, coaching and skills practice ensures that all delegates enjoy an interactive and supportive learning experience.

**Note:** This course can be tailored to include sections 'dealing with difficult customers' or 'handling complaints professionally'.



Want to tailor the content of this workshop and incorporate internal procedures, competency framework, organisational values & work-related challenges?

Get in touch with one of our Learning & Development Managers – 01623 409 824 • [info@futureproof-training.co.uk](mailto:info@futureproof-training.co.uk)