



time to shine

Excellent Customer Service

Course Objectives

Handling customers professionally and providing excellent service is the key ingredient to keep every business competitive and successful. The secret to great service is to understand your customers and to build great relationships that make people return, re-purchase items and recommend your service to friends and colleagues.

Course Topics

- To understand the elements of excellent service
- Create a lasting and positive impression on the customer
- Demonstrate ability to deliver high customer service
- What does Good & Bad service look like?
- Customer Service: The Facts
- Emotional & Logic Brain: Helping to Cope
- PACR: A Toolkit for Difficult Situations
- Best Practice: a Charter for Service
- Putting it together: Situations and our behaviours

This course is highly interactive, using discussion, brainstorming, questionnaires and scenario work to promote greater learning for each delegate.