

Customer Service - Exceeding Expectations



Category: Sales & Customer Service

Through adopting a customer-first attitude, your organisation will encourage repetitive business and set the stage for positive word-of-mouth promotion. This course will enable you to understand the customers needs, use constructive questioning techniques and confidently deal with complaints to achieve a positive outcome.

Duration

1 Day

Course Objective

This course has been developed to provide you with the tools and techniques to project a culture of 'exceptional customer service' by understanding what customers want and delivering this through improved communication skills.

Who Should Attend / Target Audience

Ideal for all levels of staff who are wanting to develop their customer service and communication skills for internal and external customers.

Learning Outcomes

- Deliver superior customer service consistently
- Understand the importance of your customer needs
- Understand effective communication skills and building rapport.
- Use active listening skills to maximise customer service
- Use questioning techniques to understand customer requirements
- Confidently deal with customer complaints

Related Courses

- Conflict Resolution
- Dealing with Difficult People & Conflict
- Effective People & Communication Skills

Next Level Course

- Selling Skills

Availability

In House Closed Group Public

Version: 4/1/10

Course Content

Put the customer at the centre of your focus - discover who your customers are and the importance of developing a partnership.

Moments of truth - delivering a superior customer service on a consistent basis.

What customers really need, want and expect - examine the top 10 needs of a customer.

How to establish good working relationships with your customers - identifying key elements of establishing relationships with your customers.

First impressions - understanding that the customers initial perception of you affects the business.

Rapport - building a meaningful customer relationship begins with the customer liking you.

Managing the phone effectively - learn to use various telephone techniques to ensure customer service is at an optimum.

Active listening - develop your listening and responding skills to maximise mutual understanding.

Empathy - learn to identify with and comprehend the art of empathy.

What customers want to hear - utilising active language to reach a positive outcome.

Dealing with customer complaints - resolving customer complains swiftly & politely is the key to retaining business.

Turning Down a customers request - effective techniques to retaining a customer whilst turning down their request.

Understanding difficult behaviours - use four positive intentions that drive behaviour and examine the 'Lens of Understanding'.

MELBOURNE
SYDNEY
BRISBANE
TOWNSVILLE
CAIRNS

Phone 1300 793 951
Fax 1300 793 952

Web www.odysseytraining.com.au
Email info@odysseytraining.com.au