

Practical Customer Service!

A one day practical business skills course in Customer Service

Who is this course for?

Small and medium businesses who passionately believe that professionalism and expertise in the pursuit of world class Customer Service genuinely adds value to their business!

Course Outline

Even when the recession isn't biting, there's a good chance that you are in a competitive world! How do you differentiate you and your company?

We all know that eight people will hear about what you do well and twenty-two people will hear when you may have taken your eye off the ball. How can we stack the odds in our favour by doing it right, first time, every time?

Passionate ourselves about Customer Service and Service Delivery, this one day course takes delegates through the practicalities of delivering world class Customer Service.

Give your people the skills to make a difference to them, your business and, more importantly, your Customer!!!

Learn the secrets that will give you the core values for World Class Customer Service!

Agenda

- **Room for improvement?**
Where are you now? Why do people complain?
- **What do Customers truly want?**
Why bother? Making sure you get it right.
- **Are expectations just too high?**
Where do you start?
- **The Customer Service Triad**
The core values of world class Customer Service
- **The desired Customer experience?**
Make your sausage sizzle!
- **The Customer Service Model**
Incorporating Customer service into the fabric of your organisation.
- **Next steps**
Your company's tailored improvement plan
- **Summary**
Q&A and Close