

DELIGHT THE CUSTOMER - EXCEPTIONAL CUSTOMER SERVICE



Module One - Introduction

- ▶ How Do We See Customer Service
- ▶ The Cost of Good & Bad Customer Service
- ▶ The Value of Exceptional Customer Service
- ▶ The Impact of 'Word of Mouth' & 'Word of Mouse' Feedback

Module Two - Communication & Interpersonal Skills

- ▶ The Johari Window
- ▶ Creating a Positive First & Last Impression
- ▶ The Barriers to Effective Communication
- ▶ Overcoming Barriers to Communication
- ▶ The Art of Listening
- ▶ Effective Questioning Techniques
- ▶ The Information Funnel

Module Three - Developing Your Skills

- ▶ Identifying & Exceeding Customer Expectations
- ▶ Techniques for Building Rapport
- ▶ Building & Maintaining Effective Relationships
- ▶ Giving & Receiving Information
- ▶ Verbal & Non-Verbal Communication

Module Four - Difficult Customers

- ▶ Why We Lose Control
- ▶ Taking Responsibility to Fix the Problem
- ▶ Turning Negative Situations into Opportunities
- ▶ Angry Customer Types
- ▶ Handling Different Customer Types

Module Five - Problem Solving

- ▶ Realistic, Honest Solutions
- ▶ Agreeing Timeframes
- ▶ Problem Solving Techniques

Course Duration: 1 Day

Price Per Delegate: £345
(Public Scheduled Course)

Price Per Course: £1,245
(On-Site at Customer Premises)

Suitable For:

This course is suitable for anyone who has regular contact with "customers" in face-to-face situations and would like to understand and improve their service skills.

Learning Outcomes:

The course will allow delegates to understand their own and others' behaviour in order that they can engage, interact and communicate with customers and colleagues effectively.