

DELIGHT THE CUSTOMER - TELEPHONE SERVICE EXCELLENCE



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

- ▶ The Johari Window
- ▶ Barriers to Effective Telephone Communication
- ▶ Rapport Building Techniques
- ▶ Left Brain/Right Brain Theory
- ▶ Using the Right Words
- ▶ Enunciation, Inflection & Emphasis
- ▶ The Art of Active Listening

Module Three - Call Handling

- ▶ The Steps to Handling Calls Successfully
- ▶ Preparation
- ▶ Making Positive First & Last Impressions
- ▶ Identifying the Callers Needs
- ▶ Effective Questioning Techniques
- ▶ The Information Funnel
- ▶ Keeping the Caller Informed
- ▶ Follow Up Actions

Module Four - Angry & Difficult Callers

- ▶ Why We Lose Control
- ▶ Taking Responsibility to Fix the Problem
- ▶ The Do's & Don'ts
- ▶ Angry Caller Types
- ▶ Handling Angry & Difficult Caller Types

Module Five - Complaint Handling

- ▶ Identifying & Exceeding Expectations
- ▶ Realistic, Honest Solutions
- ▶ Defusing a Crisis
- ▶ Turning Dissatisfaction into Satisfaction
- ▶ The Triple A Approach
- ▶ Acknowledge, Assess, Alternatives
- ▶ The "Can-Can" Method
- ▶ Acknowledge, Can Do, What to Say Instead of No
- ▶ Essential Skills & Etiquette

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 designed for individuals dealing with customers over the telephone on a day to day basis. It is appropriate for those looking to develop positive customer service skills and handle complaints and difficult situations over the telephone effectively.

Learning Outcomes:

Delegates attending this course will discover how to improve communication and effectively engage, understand and resolve customer questions, issues and problems using a variety of questioning and listening techniques. They will learn how to deal with complaints and difficult callers, whilst staying in control and providing the best level of service possible.