

Course Outline

“think
learn?
succeed”

“smart training for clever people”

Customer Service Excellence

1 Day

Impressing your customers - whether it's for one small transaction or a long-term relationship - is essential for business success. In this workshop you will learn to 'read' customers' needs and expectations in order to create satisfaction, build loyalty and resolve complaints when they come up. Explore ways of managing unreasonable requests. Discover how to manage different types of customers and respond to their needs. A great course for the entire team!

What you'll learn to do in this course

You'll come out of this session with powerful tools for providing great customer service. We'll bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. You'll walk away with practical tips for applying what you learn in real-life situations. At the end of the course, you should be able to:

- Work out what your customers really want
- Make customers feel valued
- Use hypnotic language to calm upset people
- Turn complaints into service success stories
- Feel confident dealing with difficult people

Topics you'll cover

- What is excellent customer service?
- Getting to know your customers
- Tips and techniques for high impact service
- Language that calms angry customers
- Turning complaints into compliments
- Handling different customer personalities
- Managing stress productively

What others have said about the course...

'Helpful for planning, reflecting, diagnosing and building on practical skills'

Joey. Smart Design Studio 2015

'Extremely valuable for our staff. You have a very engaging and thoughtful personality which makes it easy to contribute'

Luke. SE Timber 2015

'Informative, well researched, lots of opportunity to practice knowledge acquired'

Emilia. NICTA 2015

'Interactive, useful information that can be applied to my daily work'

Crystal. University of New England 2014



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at www.thinklearnsucceed.com.au