

Extraordinary Customer Service



Overview:

Exceptional customer service is one of the most important things that will differentiate your business from your competition. In order for a business to grow, it is essential to develop a strong customer-focused culture.



Benefits of completing this course:

- Improved customer satisfaction and loyalty
- Customer referrals and excellent word of mouth advertising
- Increased employee satisfaction



Delivery:

Workshop



Course duration:

1 day



Audience:

Service staff, salespeople, or anyone who comes into contact with customers



Certificate:

Certificate of Attendance



Learning Outcomes:

- Confidently work with all types of customers
- Build rapport, uncover needs, listen, clarify, explain, and manage conversational flow
- Handle complaints, difficult customers, conflicts, negotiations, and challenging situations
- Avoid misunderstandings, manage expectations and take responsibility
- Surpass expectations, go the extra mile, delight customers, and build longterm loyalty



Competencies:

- Communication
- Deal with difficult behaviours
- Build rapport

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au

Extraordinary Customer Service

Topics covered ...



Understanding Customers

- Values -customer values, value to your business
- Needs -what you need to do to satisfy this customer
- Wants -respect, fairness, friendliness, knowledge, confidence

Showing you Care

- What is service – Every customer is No. One.
- Attitude
- Communication
 - Voice, tone and speech
 - Language - Choice of words
 - Actions and body language
- Telephone styles

Dealing with Customers

- Opening the customer service calls
- Questioning to determine callers' needs
- Honing your listening skills - Active listening
- Confirm your understanding
- Putting It All Together
- Closing customer service calls or meetings

Follow up Actions

- Responding Customer Requests
- Tell the customer what to expect
- Give 'Em What They Want
- Confirm customer satisfaction
- Uncovering additional opportunities

Dealing with Difficult People and Situations

- Keep Your Cool, Lose Your Pride
- Maintaining your poise with challenging calls
- Preventing challenges from escalating
- Dealing with upset callers
- Calling for Reinforcements – Asking for help
- Put It in Perspective
- Bouncing back from challenging calls

Understanding Different Personality Types

- Identifying different personality types
- Altering your behaviour to your customer

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