

Exceptional Customer Service

OVERVIEW

Customer service skills are important for growth in any organization. Without customers, most of us wouldn't have a job. Some people have personalities that work well with most people while others have to work at developing people skills. Customer service skills are needed to successfully complete any customer interaction, whether it is in person, via phone or on line. These skills are not directly measurable such as active listening, taking ownership and treating the customer with dignity and respect. The difference between a favourable and unfavourable customer experience translates into more or less revenue for the company. Ninety percent of dissatisfied customers go elsewhere!

OBJECTIVES

Upon completion of this 1 day workshop, each participant should be able to:

1. define extraordinary customer service
2. identify what constitutes extraordinary customer service
3. return on service investment
4. building customer rapport
5. are you part of the problem or part of the solution?
6. influential communication i.e. eye contact, body language, tone of voice, listening, questioning
7. serving customers in person, on the phone and on line
8. keeping cool when the customer is angry
9. commit to some actions to put learning into practice