

Customer Service Essentials

1 Day

This course is for everyone who has contact with the customer, and will empower and instill confidence with the skills and knowledge of dealing with all customer service functions - from the simplest call for assistance to the complex issue of sorting out problems. It's all about leaving the customer with the best impression of your organisation after each call.

WORLD CLASS TRAINING

The need for leading, promoting, and enhancing a customer-focused culture is essential within every organisation. This one-day workshop will provide you with an opportunity to explore your responsibilities within your role as a customer service agent. As you discuss the various skills and techniques, draw from your own personal and varied experiences to share elements of reward and challenge. Consider this workshop as a "re-energising time" to build and expand from where you are now.

LEARNING OUTCOMES

- Identify ways to create an atmosphere of excellence.
- Learn how to suspend your frame of reference.
- Develop a culture that will motivate employees to perform and to be engaged in meeting customer needs.
- Recognise who your customers are and what they are looking for.
- Learn what kind of leader you are and how to play on those strengths.
- Develop a service management system.

WHO WILL BENEFIT

All customer facing staff.

<i>Customer Service Essentials</i>	1	2	3	4	5
Positive Impressions					
Communication Skills					
Active Listening					
Asking Questions					
Communication Styles					
Dealing with Difficult Customers					
Complaints Handling					
Suspending Frame of Reference					
Giving Undivided Attention					
Establishing Rapport					
Prioritising Tasks					
Use of Voice / Body Language					
Understanding the role of Customer Service					

- 1 Little or no experience
- 2 Some background knowledge only
- 3 Able but takes some thought and thus is not used often
- 4 Able but could refresh knowledge and skills
- 5 Mastered and could teach others

"Loved this course. In ten years of call centre / customer service work, I have never seen or done a course that has offered so much relevant information that is up to date and geared towards a modern thinking approach to customer service."

- MS, Jands.

CONTACT

1300 POLLAK
 info@ronpollak.com.au
 www.ronpollak.com.au

Customer Service Essentials

1 Day

TOPICS

- What is Customer Service
- Changes in Customer Service
 - Identifying Change.
 - Identifying Your Customers.
- Creating Excellence.
 - Positive Responses.
- Communication Skills.
 - Active Listening.
 - Asking Questions.
- First Impressions
- Communication Styles.
- Complaints Handling.
- Dealing With Difficult Customers.
- Telephone Techniques
 - Telephone First Impressions
 - Do's and Don'ts
 - Managing the Talkative Caller
 - Dealing with Difficult Callers
- Assertiveness
- Suspending Frame of Reference.
- Problem Solving
- Stereotypes.
- Giving Undivided Attention to Others.
- Establishing Rapport.
- Prioritising Tasks
- Individual Action Plans.

Registration Form

Course	Customer Service Essentials
Delegate	Name:
	Phone/Mobile:
	Email:
Manager	Name:
	Phone/Mobile:
	Email:
Company	Company Name:
	Address:
	State/Post Code:
	Authorising Exec Name:
	Signature:
	Phone/Mobile:

Sydney Fax (02) 9380 5700

Melbourne Fax (03) 9820 4327