



Webinar Events *live & interactive*



Exceptional Customer Service

Presented by: Debbie Austin

Delivered as: 3 modules of 90 minutes, as a complete course or individual stand-alone modules

Suitable for:

Those new to customer service or who want to be energised with an injection of motivation and new ideas. Keeping customers happy while remaining stress-free yourself is a key business skill, especially vital right now. Addressing current issues you will learn how to feel great giving your customers a world class service so they keep coming back and recommending you and your company to others.

Module 1: Customer Service – Getting it Great and Getting it Right

You will learn:

- Delivering the first-class service your customers want
- 4Ps of customer service that make a difference
- Projecting the right image – your brand matters
- Analysing your customers' moments of truth
- Action points

Pre-course – consider times when you have received a negative and an exceptional customer service

What next?...

- **Telephone Skills** – Tone, Pace and Techniques
- **A Positive Mental Attitude** – Keeping Yourself Sane

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk