



# 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 2: Telephone Skills – Tone, Pace and Techniques

You will learn:

- They can't see you! Developing an empathetic and positive telephone style
- Best practice techniques for handling different types of calls
- Projecting the right attitude – OK Corral – sound like it matters
- Dealing with difficult callers – are they sad, stressed, angry and anxious
- Action Points

Pre course - to consider how you handle calls at present and a difficult call scenario to share

### What next?...

- **Customer Service** – Getting it Great and Getting it Right
- **A Positive Mental Attitude** – Keeping Yourself Sane

For more information or to book please call **020 7256 6668** or email **[enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)**