



## 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 3: A Positive Mental Attitude – Keeping Yourself Sane

You will learn:

- How to plan a completely proactive and positive approach
- Controlling your inner dialogue
- Pessimistic v optimistic mindset, recognise and deal with yours
- Being solution focused – a path that works for you and your customer
- Action points

Pre-course – to consider the advantages of an optimistic approach

### What next?...

- **Customer Service** – Getting it Great and Getting it Right
- **Telephone Skills** – Tone, Pace and Techniques

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