

DURATION: One day public open course – or run for your own in-house group

SUITABLE FOR: Happy customers keep coming back and recommend others. This day is for people new to customer service or who need an injection of fresh ideas. You will redefine service levels and leave with the understanding, skills and commitment to deliver a world class service.

Objectives

By the end of the course you will be able to:

- Inspire a service culture where professionalism and enthusiasm are fused together
- Build on existing capabilities and re-focus attitudes and skills to proactively meet current and future challenges
- Demonstrate what comprises an extraordinary service attitude and approach
- Develop skills in communication and behavioural flexibility - dealing with different people and challenging situations
- Enhance complaint-handling skills and understand how to turn the situation around to gain a positive outcome

Programme

Setting the context

- What we are going to cover
- What brings you here and what do you want from the day?

Why Extraordinary Service?

- Examples of how great service is being delivered
- The level of service people expect and why the need to sharpen up is greater than ever

Who Are Your Customers?

- Classifying client types and levels of expectation
- What are we going to change or improve

Perception – How People See Us

- Impression – perception is everything – ‘moments of truth’
- Process – managing the client is as important as results
- Attitude – there is nothing so contagious as enthusiasm
- The main differentiator is YOU

Skills For Personal Development

- First impressions and how to make them
- Telephone essentials & specific vocabulary
- Questioning and building rapport
- The use of ‘verbal attends’ and questioning skills to clarify
- Four POWER points for astonishing influence and impact

Complaints or Resolving Issues

- Why complaints are ‘GIFTS’
- How the brain works when we are upset – what we do wrong even when trying to do it right
- Recovery strategies when things go wrong
- The 4 Levels of Service used by all top service providers
- Coffee stains/Sacred cows
- The Five Commandments of Service Superstars - the traits that make superstars!

The way forward

- Taking ideas back to the workplace and putting them into action

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