

Become a Customer Service Star

A fully-immersive, interactive and practical 1 day workshop

Providing outstanding customer service often makes the difference between gaining and keeping a customer or losing one. This workshop offers the tools and techniques to ensure you build and maintain mutually beneficial relationships with your customers and support you to achieve Excellence in Customer Service



You will learn how to:

- Demonstrate a positive attitude towards customers
- Meet and exceed customer expectations
- Create positive customer experiences through effective communication
- Approach problems and complaints as opportunities to excel
- Develop high-value relationships by investing in every customer interaction
- Generate useful and constructive customer feedback
- Choose and use appropriate attitudes and approaches in difficult situations
- Develop a professional, confident personal style that gets remembered for the right reasons

Workshop Content includes:

- The 5 dimensions of Customer Service excellence
- Choosing a professional, proactive customer-focused attitude
- Managing the customer interaction with confidence
- Ensuring a positive customer experience every time
- Connecting with the customer to solve problems
- Turning complaints into opportunities
- Dealing constructively with difficult customers



Through a variety of learning approaches such as self-assessment, group discussion, role-play, real-play, video scenarios and practical activities you will develop the mind-set, confidence and skills to demonstrate superior customer service in any situation.