

A one day intensive workshop for Team Leaders and Customer Service team members that delivers.....

## Customer Service Excellence

This course is aimed at anyone that has to deal with customers, be they internal or external as part of their role. This could include people with a direct customer service role or those who deal with them occasionally.

In this Customer Service Excellence workshop delegates will draw on their own experiences to help them understand customer expectations before matching these to the service values of the organisation. This information will enable them to consider the service they are currently delivering and to identify ways to improve on this.

### Objectives

During this customer service training delegates will;

- Clearly identify the do's and don't of customer service and measure yourself against them
- Describe the important part that being customer focused plays in the success of your company
- Build their customer brand, fill gaps in service and develop practical ways of creating a great customer experience
- Follow clear techniques to help manage difficult customer issues effectively and even clearer techniques for avoiding them in the first place

### Course Design

The programme includes:

- Short input sessions and video clips
- Case studies for group discussion
- Practical group / individual exercises relating to people's actual work priorities
- Individual action planning to implement learning

### Learning Reinforcement

**Prior to the course:** Each participant must discuss/define specific time management learning objectives with their line manager – and be ready to share them.

**After the course:** Each participant must commit to a personal action plan and review this with their line manager within 2 weeks and again after 3 months

**Call us now**

**on 07702 110676**

**to discuss how this workshop could work for you**

**or**

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**[www.martin-smith.biz](http://www.martin-smith.biz)**

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Learning & Development