



Course Duration: One Day

The Training You Need: The Results You Want

Outline:

Customer Service Fundamentals

- Understand why customers view your organisation a certain way and change it for the better
- Learn professional etiquette to make you stand out from the crowd
- Understand how organisations lose customers – the effects of bad customer service

Difficult Customers

- Know why customers become difficult
- Understand ways to manage upset or difficult customers
- Know how to manage a situation without losing the customer

Building Rapport

- Understand the importance of relating to the customer before selling our product or service
- Learn how to build rapport quickly
- Understand what the customer is saying to improve communication

Attitude

- Learn how your attitude is key to good customer service
- Take control with the right outlook
- Learn the Formula for Change
- Understand why your work success is related to your attitude

Effects of our language

- Know the difference between submissive, assertive and aggressive language.
- Learn to use language to manage a situation
- Understand the impact of positive language

Capture Your Listener

- Know the importance of speaking well
- Know how to control conversations

Questioning Skills

- Understand different questioning techniques and how they control responses
- Understand why so much business is lost through poor questioning techniques

Listening Skills

- Understand the importance of effective listening skills
- Learn different types of listening skills and when to use them
- Know how listening will effect results when used correctly

Aim:

This Customer Service course is designed for all people who interact with customers regularly either by phone or face to face.

Outcomes:

- Better control in conversations between customers and team members
- Staff will have a higher appreciation of their attitude and motivation
- Increased rapport building skills to strengthen customer relationships
- Improved questioning and listening skills so customers don't have to repeat themselves
- Tools and techniques for managing and calming upset customers
- An overall improvement in the level of customer service provided

DATE: Thursday 6th April 2017

VENUE: Rose Park Hotel

92-102 Gladstone Road
Parnell

COST: \$620 + GST

All meals and workbooks are included

For more information please go to the public course calendar at www.rapidresults.co.nz