

Critical Elements for Customer Service Excellence

This course allows participants to step into their customer's shoes and analyze methods to meet and even exceed their customer's expectations. It presents learners with a formula to ensure that they offer customers a consistently high level of service. It also introduces the standards for handling challenging customer situations. Because a large percentage of business is conducted via the telephone, participants will also learn some telephone skills which help them identify methods to turn every phone interaction into a public relations opportunity through close analysis of phone call greetings and closings, development of formulas for problem solving, and evaluation of the effects of specific word choices and tone. Learners will also practice methods to ensure that their telephone messages achieve the desired outcomes.

How You Will Benefit:

These modules create opportunities for participants to learn how to step out of their daily roles and assess interactions from their customer's perspective. As they stand in the customer's shoes during these interactive sessions, they will refine their service skills and inspire a sense of loyalty in their customers.

What You Will Cover:

- Customer Expectations
- Who Are Your Customers?
- Customer Orientation
- Fantastic Service Equation
- Customer Service Practice
- What's wrong with This Call?
- Tone of Professionalism
- Telephone Body Language
- Telephone Professionalism
- Telephone Procedures
- Telephone Challenges

At client's location

At our location

What's included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

Duration: 1 Day
Time: 8:30am-4:30pm

Pre-Registration Form:

CRITICAL ELEMENTS FOR CUSTOMER SERVICE EXCELLENCE

Yes Enroll me now

Participant Name (Please Print)

Cell Phone: _____

Position _____

Immediate Supervisor

Organization

Organization Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

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