

Customer Service Skills

Aim To improve the participant's ability to provide consistently great customer service

Objectives By the end of this workshop, participants will be able to:

1. Describe the three elements of any service-related experience
2. Name the key elements of great customer service
3. Describe the needs and desires of different customer groups or segments they may have
4. Name the three root-causes of complaints
5. Explain how to handle complaints effectively
6. Produce a personal action plan based on the insights they have gained

Format

This workshop blends principles and concepts with interactive exercises

Overview

- The participants use their own experiences of the customer service industry as case studies
- An exploration of the key moments in any customer journey
- The seven levels of relationship that can exist between a customer and the service provider
- The participants explore how the needs and desires of their customer groups or segments may differ
- Foundational and subtle communication techniques
- An exploration of the three root-causes of complaints
- Understanding the service-recovery paradox
- How to handle complaints more effectively
- Participants will finalise their personal action plans

