



Brilliant Customer Service Skills

Learn practical and proven ways of improving customer service and support standards



Description

Learn practical and proven ways of improving customer service and support standards.

This includes:

1. How to deliver customer service excellence every time
2. Improved communication skills by telephone and face to face
3. Managing and exceeding expectations for improved customer satisfaction

Content

What is Brilliant Customer Service?

- The skills, mind-set and behaviours required to deliver customer service excellence

How to make every customer feel important

- The SPECIAL model - creating customer satisfaction naturally and consistently
- Applying these principles to your job role and customer type - practical exercises

Better people skills and best practice telephone techniques

- Brilliant first impressions - welcoming – the first thirty seconds
- The do's and don'ts of telephone communication
- How to use behavioural flexibility to create a more positive experience for customers



Who should attend?

All staff who work directly with customers all support those that do. Suitable for internal and external customer support.

The course is interactive, well-paced and highly participative, using the latest learning techniques to help capture and keep learners attention throughout the course.

Running time:

Morning session 09.00 to 13.00 or

Afternoon session 13.30 to 17.00



About the trainer

The course is delivered by Graham Roberts-Phelps, business skills training specialist.

Over the last twenty years Graham has personally trained or coached over 25,000 business professionals in 30 countries and hundreds of organisations.

Pricing

£149 +VAT per person

Contact us for early bird discounts.





Brilliant

CUSTOMER SERVICE

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