

INTERNAL CUSTOMER SERVICE

“Learn lots of great ideas on how to deliver excellent internal customer service experience, in all formats .”

Why you should attend this course

This half-day live online training course will help to delight all your internal customers, online, in person, on the phone or by email. You will learn many practical skills and techniques being used in the world of customer service.

This includes how you can best manage expectations.



Key points include:

- Learn the specific skills needed to deliver excellent service on the telephone, face to face and online.
- Apply the SPECIAL model to your user and internal customer support issues
- The right way to make a great first impression and make your co-workers feel important.
- How to quickly 'tune-in' to customer requirements and exceed their expectations.
- Use effective questioning techniques and listening skills to gather information quickly.
- Greater professionalism, ownership and accountability of internal service and customer issues.
- How best to use online chat, reply to reviews and respond to messages.
- The keys writing and responding to customer emails
- Stay positive and deal with difficult internal customers
- Proven ways to manage customer expectations to increase overall satisfaction

How you will benefit

The course is interactive and motivational, using the latest ideas and techniques to help you create excellent customer service.

About the trainer and course format

This course will be delivered by an experienced trainer with a real expertise and knowledge of the subject. The course will be informal, engaging and include many practical activities.

email@brilliantcs.co.uk

Online Customer Service Skills

- ✓ Two 90-minute modules live online*.
- ✓ eLearning module.
- ✓ Expert trainer with subject matter expertise.
- ✓ PDF manual for reference.

Course objectives and key principles

- Key principles of internal customer service and support excellence
- Review of examples and key principles

Internal Customer service experience

- Understanding internal customer experience
- The SPECIAL model for delivering internal customer service excellence
- How to manage expectations and say no nicely

Connecting with your colleagues, co-workers and seeing them as customers

- Brilliant first impressions and last impressions phone, email, in person and online
- How to ask for information and manage an online conversation
- Providing information and answering questions effectively

Customer email writing skills

- How to write clear, positive, and professional emails, posts or answer review comments
- Top recommendations for email best practice and etiquette.
- Practical tips on how to edit and proof-read emails for accuracy, brevity, and clarity.

Dealing with difficult customers and situations

- How to aim for success and plan for failure
- Using the GREAT FUN model to turn problems into opportunities
- Specific gestures and phrases that put customers at ease.

Solving technical problems best practice

Course summary

**£195 per person for live online*

Also available as a classroom delivery, minimum three participants, plus travel costs.

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