



Revolution

Learning and Development

Course Overview

Customer Service Skills

Customer Service Training Course Aims

This course will provide those that attend with the skills and approaches they need to provide exceptional customer service. It will investigate how to increase customer loyalty as well as how to deal with customers who believe that the service they received has fallen short of expectations.

This session looks at what any individual can do to provide exceptional customer service.

Customer Service Training Course Objectives

By the end of the session, attendees will:

- Know what exceptional customer service is
- Have a greater understanding of customer expectations, perceptions and needs
- Be able to identify customer needs and wants through effective conversations
- Be able to adapt the service offered to customers based on situations rather than using a one size fits all approach
- Be able to demonstrate techniques and structures to consistently deliver exceptional customer services
- Have increased confidence and communication skills
- Know how to measure the impact the service they are providing is having
- Started the process of considering customer service strategies to apply with your own customers

Customer Service Skills Training Course Content

- Exceptional Customer Service
- Service Expectations
- Communication Skills
- Behaviour to demonstrate to customers
- Dealing with complaints effectively

Customer Service Skills Training Course Benefits

- Build strong relationships with customers
- Retain existing customers and attract new ones
- Make more sales.

Who Should Attend?

Anyone who interacts with an organisations customers or clients.

Price

Open Course - £299 inc VAT per person. Price includes refreshments, lunch and materials to take away.

In-House – Contact us for a quote for your organisation.

Session Breakdown

What is 'Exceptional' Customer Service?

- What does exceptional customer service look like
- Who is currently delivering exceptional customer service and what can we learn

Service Expectations

- What do our customers expect and why
- What happens if we fall short of expectations
- How to identify customer needs and wants to ensure the service offered can be adapted

Communication Skills

- What are the necessary skills needed to deliver world class service
- Questioning, listening and building rapport with customers
- Establishing relationships with customers to generate loyalty

Your Behaviour With Customers

- Understanding how your behaviour can impact on your relationship with the customer
- Using and demonstrating empathy with customers

Dealing with Dissatisfaction

- Why do customers become dissatisfied with organisations
- What to do if a customer makes a complaint
- How to use the skills from previous sessions to help
- Turning dissatisfaction into a positive experience

Course Information

This is a **one day** training event that Revolution Learning and Development deliver on an open basis at locations across the UK. We can also deliver this event at or in close proximity to your organisation if this is required.

If you chose to have us deliver this specifically for your organisation, we can make this more bespoke to your needs.

The cost of our open courses includes the learning materials, refreshments during the day and lunch.

If required, we can also arrange accommodation at or in walking distance from the venue. Please contact us to arrange this.

To see prices and when and where we are next running this event or to book, visit our website www.revolutionlearning.net or call 03333 444 575

Or, to discuss your individual needs, email contact@revolutionlearning.net or call us on the number above.

Booking terms and conditions are available on our website.