

## CUSTOMER SERVICE TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Do you impress your customers in New Zealand every time you interact with them? Does your organisation thrive on creating raving fans?

You must go beyond simply delivering your product or service to develop strong relationships with your customers. It is essential that you provide a unique customer experience by proactively anticipating your customers' needs and exceeding their expectations every single time.

In this fun and exciting course, you'll learn to recognise how your attitude impacts on your interactions, how to apply techniques to generate repeat business, how to develop top-level phone skills and learn how to deal with difficult customers.

The PD Training Customer Service course is fun and effective and will improve the way you approach delivering exceptional service to your clients. This course is available now throughout New Zealand, including Auckland, Wellington or Christchurch.

Contact us today for a [group quote](#) or register now into the next [public course date](#).

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## CUSTOMER SERVICE TRAINING COURSE OUTLINE

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### FOREWORD

In order to create higher levels of customer satisfaction in New Zealand, you need to go beyond delivering a "good" customer service and exceed your customers' expectations with "exceptional" service.

In order to achieve this it is important to ask yourself some questions:

- Do you or your staff have the right skill sets to deliver exceptional customer service?
- Currently how do you improve your Customer Service Skills and approaches?
- Do you strive to continuously improve your customer service?
- Do you listen to your customers and their needs?
- Do you currently listen effectively to uncover the customer's true needs?
- Are internal customers understood and prioritised?

This Customer Service Training Course is for professionals who want to make a significant contribution to their company's image or bottom line and make their own lives easier by consistently providing exceptional customer service.

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### OUTCOMES

**After completing this course participants will be able to:**

- ▶ Explain what customer service means in relation to internal & external customers
- ▶ Recognise how one's attitude affects service standards
- ▶ Master ways to develop & maintain a positive, customer focused, attitude
- ▶ Develop needs analysis techniques to better address customer needs
- ▶ Apply outstanding customer service techniques to generate repeat business
- ▶ Practice techniques for developing good will through in-person customer service
- ▶ Formulate techniques for service excellence over the phone
- ▶ Gain insight to connecting with customers online
- ▶ Master techniques for dealing with difficult customers
- ▶ Acquire tools for recovering difficult customers
- ▶ Understand when to escalate an issue

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### MODULES

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### Lesson 1: Brand Ambassador or Brand Assassin?

- ▶ What is customer service?
- ▶ Customer Behaviour
- ▶ Why Customers Leave
- ▶ The Benefits of Brilliant Customer Service
- ▶ Module 1: Reflection

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### Lesson 2: Customer Diversity

- ▶ Cultural diversity and the global customer
- ▶ Generational differences
- ▶ Module 2: Reflection

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### Lesson 3: We choose to serve

- ▶ Customer Empathy
- ▶ Principles of great service
- ▶ Module 3: Reflection

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### Lesson 4: Communication – the key to great service

- ▶ Listening
- ▶ Writing
- ▶ Personal Style
- ▶ Module 4: Reflection

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### Lesson 5: Navigating the Negatives

- ▶ Learning from worst-case scenarios
- ▶ The Steps of Acknowledgement
- ▶ Handling Tough Situations
- ▶ Module 5: Reflection

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### Lesson 6: Creating a Service Culture

- ▶ Management Focus
- ▶ What can you do?
- ▶ Living the Culture
- ▶ Module 6: Reflection

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### Lesson 7: Reflections

- ▶ Create an Action Plan
- ▶ Accountability equals Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)