PROFESSIONAL DEVELOPMENT TRAINING

Customer Service Training - Online Instructor-led 3hours

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

Do you impress your customers every time you interact with them? Does your organisation thrive on creating raving fans who buy your products and services again and again?

This 3-Hour PD Training live, online training course is a perfect place to begin improving how your staff interacts with customers both on the phone and person-to-person. You must go beyond simply showcasing your products and services and purposefully design and plan 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 professional development course you'll learn to recognise how your attitude impacts on your interactions, you'll learn how to apply techniques to generate repeat business, develop top-level telephone skills, learn how to deal with difficult customers and deliver on your promises.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your need & see our outcomes in the reviews.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

What You'll Gain:

In order to create customer satisfaction, you need to go beyond good customer service and exceed your customers' expectations with exceptional service every time. 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?
- How do you currently 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 to both internal and external customers.

Outcomes

After completing this course participants will be able to:

- Understand customer diversity
- Explore the principles of great service
- Apply critical communication skills
- Learn lessons from your most difficult customers

Modules

Lesson 1: Customer Diversity

- Cultural Diversity and the Global Customer
- A Considered Approach
- Generational Differences
- Serving Different Generations

Lesson 2: We Choose to Serve

- Do we Choose to Serve?
- Customer Empathy
- Is Replacing Customer Service with Robots a Good Idea?
- Stepping Into Your Customer's Shoes
- Principles of Great Service
- How Well do You Apply the Principles of Great Service?

Lesson 3: Communication – the Key to Great Service

- Listening

- Active Listening
- Writing
- Written Communication
- Personal Style
- How Personal Style Influences Customer Service

Talk to our expert team

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