PROFESSIONAL DEVELOPMENT TRAINING

09 884 0762

REQUEST QUOTE

1.0 DAY COURSE

Customer Service Training

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?

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 customer service training course you will 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.

You will learn about your own personality type as well, as other personality types, and how to engage others in an entirely new way that provides a path to better communication and delivering an improved customer service experience.

PD Training can provide a complete professional development program for your organisation which includes personality profiling and automated training needs analysis, so contact us today to learn more!

https://pdtraining.co.nz/customer-development-new

Click Here to See What a Customised Customer Service Training Program Looks Like.

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.

What You'll Gain:

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.

Outcomes

After completing this course participants will be able to:

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- 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 return business
- Practice techniques for developing good will through in-person customer service
- Formulate take away 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

Modules

Lesson 1: Brand Ambassador or Brand Assassin?

- What is Customer Service?
- Who I Interact with and What I Do
- Defining Customer Service
- Customer Touchpoints
- Why Customers Leave
- Changes in Customer Behaviour

Lesson 2: Customer Diversity

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

- Why We Should Keep Customers

Lesson 3: 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 4: Communication – the Key to Great Service

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

Lesson 5: Navigating the Negatives

- Learning from Worst-Case Scenarios
- The Power of Leaning In
- The 'First' Response
- The Steps of Acknowledgement
- Practising the Steps of Acknowledgement
- Tough Customer Situations

Lesson 6: Creating a Service Culture

- A Question of Focus
- What Can I Do?
- The Courage to Act

Talk to our expert team

Phone: 09 884 0762

Email: enquiries@pdtraining.co.nz