

This workshop will help employees to make a significant contribution to their company's service delivery by consistently providing exceptional customer service. Identifying customer and organisational needs, corporate image, effective communication skills, turning bad service to good service and exceed customer expectations. Participants will learn key concepts and take part in facilitated exercises and discussions that will personalise the customer service content to their specific roles and responsibilities within the company.

What will I cover in the workshop

- Identifying Customer & Company needs
- Corporate Image
- Creating a welcoming environment
- Communication Skills & Body Language
- Supporting a variety of customers
- Turning Bad Service to Good Service
- Role play using Case studies

How is the workshop delivered

REF: MTK10

This interactive workshop is delivered over a ½ day session.

What will I gain from this workshop

Understanding of Customer and Company needs
 Understanding of the concept of Corporate Image
 How people should be treated when they visit or telephone your company
 How to communicate effectively and the impact of Body Language
 Know how to build rapport
 Identify different types of Customers and assess their needs
 Address the issues of dealing with difficult customers

What do I do next



TalentRidge provide personal development, training, guidance and other support services to a wide range of organisations and Individuals by unlocking talents and helping them to excel in today's competitive environment.

Our Courses, Training and Career Development Assessments are designed to support those who are either new to job hunting, are seeking a career change or for those who wish to build on their existing knowledge.

"passionate about helping people maximise their potential"

Contact us for further information or to book a place on one of our workshops

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