

Customer Service Excellence

Excellent customer service needs to be at the heart of your business model if you wish to be successful. Your customer service team has more contact with your customers than any other part of your business. Providing outstanding customer service to all types of customers, including potential, new and existing customers can be the difference between a business succeeding or not.

This proven training programme will ensure your customer facing people excel at this critical role.



WORKSHOP 1 - Customer Service Excellence

- High performance mindset – attitude and motivation
- Essential communication skills – questioning, active listening, reflecting
- Telephone etiquette and call structure
- Setting the standards of excellence

WORKSHOP 2 - Managing Customer Issues

- Understanding the customer's viewpoint and concerns
- Process to manage customer concerns and resolve the issues
- Interpersonal skills to exceed customer expectations via telephone
- Constructing professional email responses

WORKSHOP 3 - Understanding Your Customers

- Personality types and communication styles of customers
- Buying motives and needs of each type
- How to respond to each type and build the relationship
- How to deliver the bad news without losing the customer

WORKSHOP 4 - Winning Customer Loyalty

- Ensuring your customers get a WOW experience when dealing with you
- Creating customer loyalty and repeat business
- Opportunities to up-sell and cross-sell
- Living the standards of excellence

ACCELERATED LEARNING

ProFormance workshops are limited to a maximum of 10 participants to enable the facilitator to work closely with each participant and provide them with coaching to maximise their development.

Each workshop is followed up with a Personalised Action Plan for the participant to discuss with their manager and to practice the skills on the job.

"The ProFormance workshop was different to the usual stock standard customer service workshop. It has made a hugely significant difference to my staff and has changed their thinking." **Maryanne Thomas, Customer Service Manager, Griffins**

"The simulation – practicing what we were taught on the spot was great"

"Very happy with what we have learnt. A great learning tool."

Price per person: \$895 (excluding gst)

2016 Dates: WS1 – 2 August / WS2 – 16 August / WS3 – 30 August / WS4 – 13 September

To register now email training@proformance.co.nz or call Jo Hyland on 021 380 488