

## Customer Service Excellence

2020 DATES:

19 March | 18 June | 21 September

Any individual who has any contact whatsoever with customers or potential customers should know how to deliver excellent customer service. Companies need to have a clear customer service strategy which the whole organisation believes in and acts out daily.

### This one day interactive workshop covers:

- The importance of customer service in business.
- Developing a winning customer service strategy for the whole organisation.
- Customer call structure – inbound and outbound
- Active listening skills to hear the spoken and unspoken needs
- Questioning skills to understand and clarify customer expectations
- Creating the WOW factor to make a difference
- Closing the customer call with clear and agreed action plan
- Strategies to manage and turn around difficult customers

ProFormance will personalise this workshop for each individual participant so they can write a specific action plan for their roles to return to work with.

**Follow-Up** is proven to be a critical success factor of initial workshop investment. We will follow-up with each individual at a **'Fitness Check.'** This personalised 1on1 training session will be four weeks post-workshop and ensure the skills learned are being demonstrated in the workplace.

**Workshop and Fitness Check: \$1,050.00 +GST per person**

**Workshop only: \$850.00 +GST per person**

**ProFormance Workshops:** *ProFormance workshops are limited to a maximum of eight delegates so participants receive one-on-one coaching and active involvement in an optimal learning environment.*

**Intensive Coaching:** *The facilitator will research your participant's individual training needs, their product/service and the environment in which they operate. This will enable more intensive coaching.*

**Central Location:** *The workshops will be held in a central Auckland location and includes all materials and refreshments.*