

"Everything was of value. I learnt so much. I didn't realise the importance of customer service"
Customer Service Representative

Customer Service Excellence

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: \$1,250.00 +GST per person

Workshop only: \$1050.00 +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.*