

5 Star Customer Service

Who should attend?

Customer facing people, team leaders and managers who wish to build a culture of service across your organisation.

So what is 5 Star Customer Service?

Customers today demand world-class service. They'll reward companies that provide it by remaining loyal, and they'll take their business elsewhere if service is mediocre. Your customer service representatives are the face and voice of your company. Businesses today realize the value these front-line employees bring. Those who invest in their employees with our 5 Star Customer Service workshop will quickly reap their return on investment through customer service feedback.

We believe that if you want to make a real behavioural change in delivering quality customer service you must deal with the mind-set first, then the rest is easy. We take service from "good" to "Great".

Pre & Post Workshop

Personal Development plan



Workshop Outline



During this 1-2 day workshop participants will:

1. Define Customer Service Attitude: What does great service look like and feel like?
Customer journey,
Touch Points,
Responsibility for customer service,
Achieve a positive state,
See it through the customer's eyes,
Move from Blame Frame to Aim Frame.
2. Handle customer enquiries:
Create lasting first impressions that matter,
Perceptions of you are for others the reality,
Build and maintain rapport,
Matching & Mirroring,
Using positive language and tone of voice.
3. Establish customer needs:
Questioning,
Journey of Interest,
Active listening – switch off internal voice,
Paraphrasing.
4. Handle work based customer requests:
Identify challenging customer requests,
Respond to challenging customer requests assertively.
5. Prompt Service recovery & Complaint Handling:
Turn disappointment into delight.
6. Build 5 Star Service Standards:
What differentiates us from our competitors?
7. Applying the learning and next steps:
Review of learning and action planning

People-
Centric the
difference
that makes the
difference in
training