

Customer Service Excellence

1 Day

Impressing your customers - whether it's for one small transaction or a long-term relationship - is essential for business success. In this workshop you will learn to 'read' customers' needs and expectations in order to create satisfaction, build loyalty and resolve complaints when they come up. Explore ways of managing unreasonable requests. Discover how to manage different types of customers and respond to their needs. A great course for the entire team!

What you'll learn to do in this course

You'll come out of this session with powerful tools for providing great customer service. We'll bring theory to life and tell you how to succeed. You'll talk through examples and enjoy practical exercises. You'll walk away with practical tips for applying what you learn in real-life situations. At the end of the course, you should be able to:

- Work out what your customers really want
- Make customers feel valued
- Use hypnotic language to calm upset people
- Turn complaints into service success stories
- Feel confident dealing with difficult people

Topics you'll cover

- What is excellent customer service?
- Getting to know your customers
- Tips and techniques for high impact service
- Language that calms angry customers
- Turning complaints into compliments
- Handling different customer personalities
- Managing stress productively

Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at
www.thinklearnsucceed.com.au

“
think
learn?
succeed

“Smart training for clever people”

**What others have said
about the course...**

“Practical, realistic and useful content
for both in the workplace, and outside of
it.”

“Great personal stories that allowed us
the opportunity to reflect and connect
with the theory.”

“I learnt some very useful stuff.
Especially for dealing with aggressive,
abusive customers.”

