

# Delivering 5-Star Customer Service



## *Turning Your Customers & Clients Into Your Best promotion Yet!*

### **Q. How do you increase profits and create clients who are your best marketing tool?**

#### **A. Deliver 5-star customer service.**

Sales turn prospects into new customers. Service turns new customers into repeat customers. In order to enjoy the rewards of excellent customer experience and repeat business, service needs to be the top priority.

The front-line employees of any business are the face of the company and form the customer's first impression, which has a direct result on profits. This training program is for individuals and companies who desire to be profitable and create a company culture with 5 star customer service. Motivation, training and service effective delivery systems are all critical components to delivering 5 star customer service.

**Delivering 5 Star Customer Service** is a training workshop designed to empower anyone who works in frontline or contact point roles. It covers all aspects of creating a top class customer service culture, from successful staff mindsets to the practical tools needed to create consistent experience for your clients/customers. Participants will be taken through service mapping models helping them to identify the real impact to the customer. They will also learn how to develop successful strategies and communication models that align to creating positive customer experience.

### **Designed for?**

- This is applicable to anyone who desires key strategies to improve their customer service impact.
- It is suitable for those who work in all service areas including sales, call centres, retail and any internal or external customer contact role.
- An ideal group size is 6 – 15 participants.

### Key Learning Outcomes

- ✓ Increase your knowledge and ability in the daily interactions and productivity of your role as a customer service provider.
- ✓ Gain the awareness and skills to handle all possible customer scenarios.
- ✓ Understand and be able to apply the necessary planning and analysis skills to communicate strategically to your customers.
- ✓ Understand how your customer really perceives you.
- ✓ Dealing with difficult customers and creating consistent responses across the team.
- ✓ How to create a customer experience blueprint to improve all contact points.
- ✓ Understanding the critical principles behind creating a successful customer service culture.
- ✓ Dealing with rude and abusive customers and communicating effective boundaries.

### Live Face to Face, Virtual or Hybrid



Power Sessions



Half-Day



1-Day



2-Day



Coaching

### Contact Us

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