

Exceptional Customer Service Training

Course Objectives

By the end of the course delegates will:-

- Understand the importance of positive customer care
- Have developed their communication skills
- Be better able to project a professional image
- Know how to sell effectively

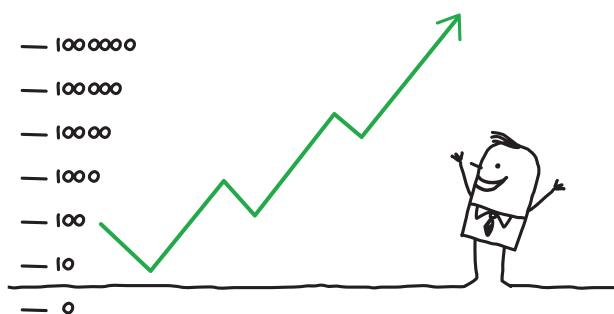


Give your staff "the tools" to provide the perfect customer service experience!!

METHOD:

This course is highly participative with group discussions, quiz and team building exercises.





Objectives of the course:

Importance of Positive Customer Care

- Understand who is the customer?
- What are his/her expectations?
- How individuals can affect the reputation and success of an organisation?

Effective Communication

- Listening before you speak...
- How do we communicate?
- Communicating effectively

PROGRAMME:

- 3 hour sessions
- Run at your own premises
- Bespoke to your individual needs

Projecting The Right Image

- Enhance teamwork through better understanding of others
- Explore how your behaviour impacts others
- Identify your contribution and how you will take ownership for the Customers' Experience

Your Shop

This module will be bespoke to your exact needs and could be along the following lines:

- Shop's identity
- Your outlet is part of a team, working together to achieve the standards
- Product Knowledge
- Upselling



Making your Business a success...