



Fundamentals Of Exceptional Service

Businesses that succeed in satisfying their customers always go the extra mile and take ownership of the customers' issues.

Opportunities to deliver exceptional service are everywhere, for you and every member of your company.

As a result of attending this programme you will be better able to:

- Address both the business and relationship dimension of any interaction.
- Understand the role you play in making a difference to the customer's experience and how it's critical to business success.
- Ensure a positive first impression in every interaction.
- Use effective questioning and listening skills to gain a clear understanding of what the customer wants and why.
- Provide information to the customer that delights rather than overloads.
- Provide unwelcome information in a customer-focused manner.
- Deliver bad news in a way that focuses on the positive and does not become defensive, or evasive.
- End all your customer interactions in a professional manner.

Apply these skills with your internal and external customers.

One day programme for up to twelve participants. Can be delivered virtually or face-to-face.

Who should attend: Anyone who interacts with customers face to face, by phone or online.

What participants say:

“All colleagues should do this as it is a good reminder of how we should converse effectively!”

“I know now how to begin emails and how to write bad news emails!”

“It really helped me understand why empathy towards others is so critical!”

