

Call Centre Customer Service

Overview This programme is about the application of best practices, principles and concepts in providing outstanding Customer Service.

High-level aims are to :

- Understand the importance of Customers and their impact on the business.
- Consider the key skills in Customer Service.
- Discuss the effect Attitude has on Customer Service.
- Explain how customers are viewed by your organisation.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content The Importance of Customers
Business Impact and lifetime value
Standards
What's happening now ?
The call Structure :

- The Welcome
- Understanding Needs
- Memorable Action
- Identifying Opportunities
- The Professional Close

Being outstanding and making the customer feel special
Attitude and positive words
Practice Simulation
Review and Commitments

Duration 1 Day

Location Flexible



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