

Customer Care

This course is designed to highlight effective and efficient customer care for front line staff. The course will provide delegates with techniques for providing impressive customer service, handling complaints and difficult situations, as well as illustrating how to avoid common pitfalls and mistakes. Delegates will be supported to further develop a commercial mindset based on attitudes and people interactions. They will be able to build stronger and beneficial relationships with your customers based on both 'loyalty and satisfaction'



Course Outline:

- What is excellent customer service?
- Creating a positive first impression
- The 'cycle' of the customer care process
- What makes this 'cycle' succeed or fail
- Different types of customers and their specific needs
- Barriers to understanding and techniques to manage these
- Progressing or escalating customer requests
- Managing the customer's expectations
- How communication works
- The barriers
- Identify individual communication styles
- Questioning techniques
- Active listening skills to uncover what the customer is saying, especially if they are not sure themselves
- Communicating to different audience to achieve objectives
- Pace, tone, pitch and loudness
- Rapport and how to build it
- Managing non verbal messages
- Holding difficult conversations
- Use voice to retain control and reassure the customer
- Handle awkward customers with ease, politeness and confidence
- Create a good impression without using visual clues
- Controlling the key stages using questions and listening skills
- Understand the customer's requirement and measure their satisfaction of the solution
- Maintaining a confident and positive attitude all day
- Integrating your own personal style into your communication with others

Duration

1 Day



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