

# Excellent customer service

Full Day



This workshop provides a range of practical techniques that build on their existing skills. The techniques enable staff to control their own behaviour, ask the right questions and explain policies in an office, on the phone or in the field.

## The basics of excellent service

- The basics: greeting people early, doing more than asked and taking responsibility
- What is the difference between *OK* and truly *excellent* service?
- How to set customer expectations at a level you know you can exceed
- Presenting a professional first impression

## Communicating confidently

- When do you feel uncomfortable or unsure with customers
- The classic negative words that undermine your credibility in the customer's eyes
- The simple words that always make you sound confident
- How to use eye contact and body language to look confident when you *feel* insecure
- The key to sounding interested and involved on the phone
- Taking complete messages and transferring phone calls professionally

## Identifying customer needs

- How to ask the right mix of *open* questions to uncover underlying issues
- How to use closed questions to politely keep talkative clients focused on the issues

## Resolving problems

- Why do customers get upset over seemingly minor issues?
- How to acknowledge a customer's complaint, even if you don't agree
- How to explain complex policies in plain English
- How to use *benefits* to explain policies that customers don't like
- Participants develop benefits for typical policies e.g. *You can't have access to that area...*

## Giving 'bad news' with empathy and respect

Sometimes policies or resources prevent you meeting a customer's request. This session provides a proven way to phrase this 'bad news' respectfully.

- How to acknowledge a customer's point of view without patronising them
- How to explain the rationale for a policy without getting bogged down in detail
- Suggesting alternatives to politely move the discussion to a satisfactory conclusion



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