



“There are no traffic jams along the extra mile”

Roger Staubach

EXCELLENT CUSTOMER CARE Workshop

Duration: One Day

- **What is excellent customer service?**
Understanding customer expectations
- **Skills and qualities of an excellent communicator**
Self-assessment – strengths and areas to improve on
- **Managing customer expectations**
Ways in which we can improve our attitudes and behaviours towards the customer e.g. taking ownership/communicating delivery times
- **Building rapport**
Identifying and relating to different communication styles
- **Impact of voice and words**
Influencing the customer through what we say and how we say it
- **Structuring and controlling a telephone call**
Inbound and outbound call structures
- **Using signposting to set the agenda**
How to take control right from the start
- **Questioning and listening skills**
Five ways to gather information quickly and effectively
- **Email versus phone communication**
Using the right medium for the message
- **Email etiquette**
Rules for getting the message across concisely and professionally

Additional training messages in this session

- Structure the phone call so that you stay focussed
- Ask more open than closed questions to gather information quickly
- Clarify information with closed questions to check understanding
- Show active listening skills
- Consider whether your message will be most effectively conveyed via phone or email – use the right medium for the message
- Stick to email etiquette rules regarding greetings and sign-offs structure, content, attachments and style

Headline