

Offer Extraordinary Customer Service

Deliver customer service to the highest standards to ensure that your organisation is seen in a positive light and receives excellent Net Promotor Scores. Understand your customer expectations so that you are able to exceed them by placing them at the centre of all your efforts. Deal with complaints and other challenging behaviours by following the CARE process to reach positive outcomes. Apply active listening techniques to determine the real needs and concerns of your customer and acknowledge their requests so that you deliver extraordinary service on a consistent basis.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identify customer needs and motivators
- Establish a customer focused mindset
- Deliver customer service excellence using the 6 Pillars of extraordinary service

Course Outline

- Identifying customer needs and motivators
- The Golden Circle
- Establish a Customer focused mindset
- R.E.A.C.H Model
- Be Extraordinary
- Deliver Customer Service Excellence
- Managing Difficult Customers
- The 6 Pillars of Extraordinary Service