



Customer's First! – One Day

“Business is a lot like tennis. Those who continue to serve well usually win”

This one day workshop is designed to help you to deliver excellent customer service to external and internal customers. We explore 'excellent' customer service, how to communicate effectively with customers, how to defuse tricky situations and aim to develop confidence in a range of customer situations.

Workshop topics include:

- ♦ Defining really good customer service
 - Moments of Truth (misery and magic)
 - Personal Experience
 - Customer Service Explored
- ♦ Communicating with Customers
 - The communication cycle
 - Rapport and how to build it
 - Tone and the words we use
- ♦ Customer Service Behaviours – How do I measure up?
 - How do we measure up as a team?
 - Who chooses my attitude?
 - Managing myself to give excellent service
- ♦ Difficult Customers – our best friends
 - Managing tricky encounters
 - Managing tough customers
- ♦ Action Plan
 - What am I going to START, STOP and CONTINUE as a
 - What are we going to do as a result of the workshop?

To find out more call 07092 043035 - www.training4fusion.co.uk

