



# Customer Service Excellence

Excellent customer service is of critical importance to the success of an organisation. Dealing effectively with a client can be the difference between winning and losing business and so a cohesive approach to managing client communication and outcomes is of significant importance.

### **WHAT TO EXPECT AS A DELEGATE**

- ▶ Delegate pack with course materials
- ▶ Crafted content
- ▶ Exercises and assessments
- ▶ Experienced trainer

**This course looks at critical focus areas and provides the attendees with the skills required to manage the customer service spectrum.**

- **What is Customer Service**
- **Dealing with clients with confidence and creating positive impressions**
- **Building rapport, tonality and body language**
- **Communication barriers and client communication styles**
- **Asking the right questions, listening and empathy**
- **Dealing with difficult clients, generating respect and agreeing acceptable solutions for all parties**
- **Building customer loyalty and pleasing the client**
- **Assertiveness Techniques**
- **Know the foundations of NLP**
- **Customer service metrics**

**Enquire NOW**

**LEARN  LOGIC**