



★ Becoming a Customer Service Star ★

Overview

Everyone has a favourite customer service story, but few people can identify the specific behaviours that will result in outstanding service. Executives, managers, and employees all have different, pre-conceived ideas of what constitutes great customer service. And since each person, with his or her personal values and ideas, impacts the customer, the need to change behaviours associated with customer service must begin with the individual.

With *Becoming a Customer Service Star*, employees and managers evaluate their behaviour in 5 critical service areas, explore their attitudes about service and develop a strategy for improving your customer service skills.

Learning Outcomes

- ✓ Create a profile of individual customer service strengths and weaknesses
- ✓ Recognise the opportunities to improve customer service and retention
- ✓ Identify an individual action plan to enhance attitude, encourage customer feedback, improve problem response time, and develop and sustain a positive relationship with customers

Delivery

Becoming a Customer Service Star is presented as a ½ day workshop. Public and in-house courses are available.

Target Audience

Becoming a Customer Service Star has been proven equally effective with people at all levels, executives and employees alike, because each person is able to identify his or her own service action plan.

Information and Bookings

Please phone Plum Results on 02 6495 2656 or email admin@plumresults.com.au to request more information, check public dates or book an in-house course. To waitlist for a public course please visit www.plumresults.com.au/waitlist_13.html