



★ Fantastic Service Every Time ★

Excellent customer service is crucial for good business and training and awareness is the key to improving the quality of customer service provided.

Overview

Fantastic Service Every Time delivers a clear message about excellent customer service, explores customer service concepts and includes role plays so participants get a chance to practice the skills they learn.

Content

- Customer Expectations
- Fantastic Service Equation
- Determining needs: communication
- Positive language
- Meeting needs: problem solving

Learning Outcomes

- ✓ Recognise levels of service
- ✓ Identify common customer expectations
- ✓ Identify behaviours that constitute fantastic service
- ✓ Practice effective listening skills
- ✓ Use positive language
- ✓ Practice problem solving
- ✓ Demonstrate the Fantastic Service Equation

Duration

Fantastic Service Every Time is offered as a 4 hour/half day workshop.

Target Audience

Fantastic Service Every Time is for all customer service providers, experienced or new.

Information and Bookings

Please phone Plum Results on 02 6495 2756 or email admin@plumresults.com.au to request more information or check public dates.