

**COURSE  
PROFILE:**

frontline kiwi



## Customer Service Excellence

Providing service excellence will differentiate your company from the rest. In today's competitive business environment it isn't sufficient to provide just provide the best prices and product. The way in which you deal with your customers (internal and external) will determine the success of your business. This programme will provide you and your staff with the skills and attitudes you need to provide service which is not just ok, but—Wow! - Memorable and outstanding!

**Course benefits:**

- ▶ Increased levels of customer satisfaction levels
- ▶ Increased customer loyalty and repeat business
- ▶ Service standards aligned with customer needs
- ▶ Consistent delivery of excellent customer service
- ▶ Effective resolution of customer complaints and retention of those customers
- ▶ Raving fans who'll tell others about you!

**Learning  
Outcomes:**

- ▶ Appreciate the value of the customer to your organisation
- ▶ Recognise different customers' behaviours and needs
- ▶ Identify what customers really value in terms of service
- ▶ Deal effectively with customer complaints
- ▶ Manage personal attitudes and feelings
- ▶ Communicate effectively both face-to-face and on the phone
- ▶ Provide excellent internal as well as external service
- ▶ Present yourself professionally

**Target Audience:**

- ▶ Anyone in business who provides service to customers or internally to colleagues who do.

**Course features:**

- ▶ This is a two day course plus a follow-up assignment reporting on the application of new skills and knowledge back at work.

**Course Fee:**

- ▶ \$500 per delegate, includes tuition, course materials, assignment marking and follow-up, plus GST.