

# CUSTOMER SERVICE & CARE FOR EXCELLENCE

Administration  
and Customer  
Service  
Series

## OVERVIEW

- What is good customer service?
- How can it go from good to great?
- What are the pitfalls that many people experience when trying to deliver customer service?
- Does attitude count?
- What is the best way to handle difficult customers?
- What techniques can be used to reduce customer-service stress?

Find out the answers to these and other important customer-service questions during this interactive training session.

## WORKSHOP OBJECTIVES

- Describe exceptional customer service
- Identify the benefits of great customer service
- Recognise barriers to the delivery of outstanding customer service
- Adapt to specific customer behavioural styles
- Demonstrate how to measure customer-satisfaction levels and take corrective action if needed
- Learn techniques for dealing with angry or upset customers
- Develop a personal action plan to improve customer-service skills

## WHO SHOULD ATTEND?

- Customer service personnel
- Customer Relationship officers
- Sales Executives
- Sales or Customer Service Managers who need to provide training to staff



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