



ARIVU
Empower • Innovate • Perform

Excellent Customer Service (1-day)

This one-day course equips you with the skills to deliver consistent service excellence at every customer 'touchpoint'. It will also enable you to handle difficult situations and achieve increased customer satisfaction and loyalty and gain a distinct competitive advantage. Because customers have become more demanding, no longer do they choose *speed, quality or price* - they now expect all three.

This course focuses on the key actions required to achieve real excellence in customer service. You will also take away guidance notes and templates to use, to help you assess your behaviour when working with your customers.

To gain the maximum benefit from the course, you will be sent an activity to complete which asks you to consider current expectations and challenges. This will help you set the context of the course and you will be asked to use it on the day as part of the workshop activities.

By the end of this course you will be able to:

- State your role in achieving a differentiated branded customer experience.
- Shape and deliver your customers' expectations.
- Identify the relationship between effective communication and customer loyalty.
- Handle customer complaints and objections successfully, using new tools, tips and techniques.
- Maintain a positive, customer-focused attitude, even in challenging situations.
- Deliver consistent service excellence at every customer 'touchpoint'.

What you can expect to gain:

What is a Differentiated Customer Experience?

- Internal and external customer service, and customer service teams
- Your impact on the customer experience
- Projecting a 'brand' image

Meeting Customer Expectations

- Understanding customers' needs and expectations
- Why do customers complain?
- Barriers to effective communication

www.arivu.co.uk

**Innovative & Impactful Coaching & Consulting Services
To Transform Your Business**



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Communicating Positively with Customers

- The impact of poor listening and questioning
- Using information effectively
- Giving 'bad news' and saying 'no' constructively

Turning Complaints Into Opportunities

- Defusing a difficult situation
- Demonstrating empathy - exploring options and alternatives
- Balanced behaviour responses

Ensuring Consistent Quality Service

- Acting on feedback from customers
- How to influence customer loyalty
- Improving the brand experience

If you require any specific training or coaching skills to suit your specific needs, then we can tailor-make it just for you. Just call us on our number 087 123 76 767 for a chat.

What others have said about these courses:

"The trainer had clear knowledge and experience on the subject and was helpful. They went into detail and gave great advice on how to deal with customers".

Paula Rodriguez, Kraft

To find out more about this course or to enquire about prices, training dates and locations, please contact us on **0871 237 6767 or email us at info@arivu.co.uk**

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