

Exceptional Customer Service

- a one day program

Just servicing customers is not enough.

This one-day program led by Judeth Wilson, gives all participants a powerful new insight into client behaviour, effective tools, and easy to learn skills for creating lasting client satisfaction, relationships, and repeat business.

This focused, practical program is useful for anyone who operates or manages any business or department that deals directly with customers. This program focuses on how to build rapport and develop a positive emotional connection with your customers – and how to remain 'top-of mind' when they are ready for their next purchase decision.

Learn what the key ingredients are to make sure your customers leave satisfied, and return again.

Course content:

- What is Exceptional Service and how can we achieve it?
- The significance of actions to a company's reputation and success
- Creating Powerful Moments of Truth
- Engaging the "Professional Brain"
- The 5 step approach to dealing with complaints
- What not to say: Image wreckers!
- Taking control of difficult customer situations
- Building the Ladder of Loyalty



[Judeth Wilson](#) - Judeth has a passionate belief in people and developing the skills they have. She believes that people have the power to make an enormous difference - she helps to wake up the difference that they make to themselves and others in the organisation and ignites a passion for what they do

By the end of this workshop you will:

- Establish a foundation for the principles, attitudes and skills essential for a quality service experience
- Help individuals realise the power they have to make a real difference in every customer interaction
- Leverage opportunities to excel and strengthen customer loyalty
- Engage the "professional brain"
- Know how to carry that service onto the telephone
- Handle difficult customer situations with ease

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