

## CUSTOMER SERVICE SKILLS

Customer service relates to the interactions an organisation has with its internal and external customers (clients, team members and stakeholders). Importantly, this includes different departments or work units within an organisation who provide a service to one another. Excellent customer service is the result of a combination of factors:

- well-trained and knowledgeable team members
- clearly communicated customer service standards which inform customer expectations, and
- a workplace culture that places importance on customer service and professionalism.

## COURSE AGENDA

- Understand what excellent customer service looks like for your organisation
- Identify who your internal and external customers are, and what service they need
- Identify customer-service touchpoints (before, during and after service) and factors that should be considered at each stage
- Understand customer service standards and the need to measure and monitor service delivery
- Appreciate the role of customer expectations and our need to inform those expectations
- Recognise how attitude and professionalism impact on customer service
- Identify ways to develop and maintain a positive, customer-focussed work culture
- Recognise barriers to the delivery of excellent customer service
- Communication skills and how to adapt to specific customer behaviour styles
- Techniques for dealing with angry or upset customers

## COURSE DETAILS

Delivery duration	Half day or full day course. The full day course covers all content and enables participants to workshop various factors. The half day course focusses on those matters identified by the client as being most useful to their team.
Delivery style	Face-to-face workshop facilitated by an Accrete team member including: presentation, facilitated discussion and practical activities.
Location	Venue to be provided by the client.
Cost	\$2,640 per day / \$1,650 per half day, regardless of participant numbers. Course materials are provided by Accrete at a cost of \$25 per participant.
Participant numbers	Maximum: 25
Tailored option	Yes. Please contact us to speak with a facilitator. To provide a tailored course we will generally meet with you to discuss your needs, the specific outcomes you are seeking, and to identify any relevant policies or procedures that should be referred to during the workshop.  Tailoring of workshops incurs a development cost. Our facilitators will be able to provide you with a quote for these costs once the range of required tailoring has been determined.

November, 2018