

Rightrack ... a little bit of magic

**Customer Service – Face to Face**  
a 1 day programme



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### Introduction

The focus of this 1-day face-to-face customer service programme is on dealing with customers in a face-to-face capacity and on how to make the best possible impression. The programme explores techniques and skills for providing a quality and caring approach to both internal and external customers.

### Main Features

- Recognising the importance of providing customer service excellence to both internal and external customers
- Understanding different customer types (including internal customers)
- The full range of communication skills relative to face-to-face customer transactions
- Professional interpersonal communication skills
- Questioning and listening to build confidence and respect
- Making promises and owning completion of them
- Action plans to transfer the learning to get improved results in the workplace

### Key Benefits

- Increase productivity from customer conversations
- Improvement in customer perception of organisation
- Increase in customer satisfaction
- Reduction in customer complaints
- Stronger customer relationships
- Increased performance from the individual and their team
- More precise verbal communication
- Less misunderstanding
- Reduced conflict and confrontation
- Clearer communication
- Immediate business impact



## Further Detail

- Exploring the importance of customer service in organisations today
- Understanding customer needs and expectations, and how to meet the needs of each customer type
- Communicating with customers
  - It's a matter of attitude
  - The communications process
  - How to meet and greet customers and create rapport - initial contact
  - How to use your body language to communicate positively
  - Developing skills with the use of voice, words and inflexion
- Thinking positively
- Questioning and listening skills
  - Using the right types of question
  - Active and pro-active listening
- Ownership and responsibility of customer relationship
- Referrals and hand-over
- Giving that little bit extra
- Practicing applying the skills and knowledge
- Developing and sharing personal action plans



## Programme Options

This is an in-company programme with the following options:

<b>Available Packages:</b>	<b>Ready-to-Go</b> - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice  <b>Customised</b> - We tailor our ready-to-go programme to meet your needs, including your case studies, your examples and your company specific information. Company branded programmes also available  <b>Bespoke</b> - We research, design and deliver the programme specifically for your needs
<b>Duration:</b>	1 day
<b>Materials:</b>	Folder, workbook, handouts, pen and certificate of attendance
<b>Support:</b>	<b>Research</b> - Pre-programme research visit or telephone discussion  <b>Administration</b> - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available  <b>Evaluation</b> - Post-programme evaluation and a consultant's report providing feedback on the programme  <b>Righttrack Membership</b> - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme
<b>Dates &amp; Location:</b>	To suit you
<b>Delegates:</b>	Up to 12 people
<b>Style:</b>	Righttrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
<b>Learning Methods:</b>	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

