

Rightrack ... a little bit of magic

Customer Service
a 2 day programme



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Introduction

Maintaining a focus on the quality of Customer Service delivery, both face-to-face and by telephone is an essential competitive-edge issue for most organisations. This programme is designed to be attended by personnel and managers from both internal and customer-facing departments. The techniques, skills and approach can subsequently be reinforced at internal team meetings to maintain quality and consistency.

Main Features

- Recognising the value of customer service to the business
- Understanding different customer types (including internal customers)
- Exploring and understanding the differences between face-to-face and telephone communication
- A range of communication skills relative to face-to-face and telephone situations
- Use of voice, words and inflexion to create desired effect
- Using questioning skills to gain full understanding
- 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 role of customer service in your organisation
- Understanding customer types and expectations
- Managing and exceeding expectations
- Role-mapping customer relationships
- Exploring internal and external customers
- Exploring communication
 - The process
 - Verbal and non verbal communication
 - Words, music and dance
- Identifying what can go wrong and how to avoid or resolve it
- The telephone as a communication aid
 - Cautions and considerations
- The basics of taking & making calls
 - Pick-up & response times
 - Owning the call and taking responsibility
 - Putting callers on hold
 - Transferring calls
 - Receiving transferred calls
 - See it through to the end
- Developing questioning and listening skills
 - Using the right questions
- 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:

Available Packages:	Ready-to-Go - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice Customised - 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 Bespoke - We research, design and deliver the programme specifically for your needs
Duration:	2 days
Materials:	Folder, workbook, handouts, pen and certificate of attendance
Support:	Research - Pre-programme research visit or telephone discussion Administration - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available Evaluation - Post-programme evaluation and a consultant's report providing feedback on the programme Rightrack Membership - 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
Dates & Location:	To suit you
Delegates:	Up to 12 people
Style:	Rightrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
Learning Methods:	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

