

Rightrack ... a little bit of magic

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



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Overview

This high impact customer service programme provides the tools, techniques, skills and motivation to deliver excellent service in face-to-face contact with customers. The programme takes a close look at the detail of customer handling customer transactions and explores the best ways of dealing with each one.

The positive, 'can-do' style workshop is lively; fast-paced and aims to deliver greater confidence when dealing with all types of customer queries and situations and how to make the best possible impression with customers throughout each transaction.

Who Should Attend?

The programme is ideal for new and experienced colleagues who wish to develop their skills, confidence and knowledge to deliver excellent customer service.

By the end of the programme delegates will:

- Recognise the importance of providing customer service excellence to both internal and external customers
- Build a better understanding of themselves
- Understand different customer types (including internal customers) and how to adapt behaviour to create rapport and understanding with each one
- Understand how to make the best first impression and convey a positive – ATTITUDE
- Know the importance of and how to maximise:-
 - the way you look
 - how you behave
 - body language
 - voice and words
- Have learned a range of communication skills relative to face-to-face customer transactions
 - Know how to ask question to build an understanding of the customers situation
 - Be able to listen actively to build confidence and respect
 - Communicating positively – avoiding negativity
 - Presenting information persuasively and with influence
- Know the principles of how to respond to complaints
- Have developed an action plan to transfer the learning to get improved results in the workplace



Programme Content

- Welcome, introductions and programme objectives
- Exploring the importance of customer service in organisations today – why do first impressions matter so much?
- Understanding customer needs and different levels of expectations and how to meet the needs of each customer type – understanding oneself and why you get on with some people more easily than others
- Communicating with customers equally and with respect in a professional yet friendly way
 - It's a matter of attitude
 - The communications process and how to use it
 - How to meet and greet customers and create rapport quickly- initial contact
 - How to use your body language to communicate positively
 - Developing skills with the use of voice, words and inflexion
- How to develop positive thinking techniques which communicate to the customer
- Questioning techniques to gain the right information from the customer, quickly and efficiently
 - Different types of questions for different situations
- Listening Skills which demonstrate you care
- Taking ownership and responsibility of the customer relationship
- Recognising and responding to complaints constructively
- Giving that little bit extra and getting noticed
- Practicing applying the skills and knowledge
- Developing and sharing personal action plans
- Where appropriate building a buddy network to sustain the learning



Programme Style

The style of the programme is to engage and energise, with minimal lecture and maximum interaction. We aim to leave people feeling inspired and to make a real difference to your organisation. In addition to group activities, discussions and exercises, there is some formal input from the trainer on key theories or skills; these are kept to a minimum and are presented in a consultative rather than instructional way.

Rightrack Membership: Post-Programme Support

Everyone who attends a Rightrack programme automatically receives Rightrack Membership. This allows them to contact their trainer if they have questions or are having difficulties putting into practice what they have learned. They also have access to our dedicated delegate website, which includes downloadable programme materials. This is valid for life.

Additional Information

What is the programme duration?

The programme is delivered over two days at a time to suit you. The timings are usually 9.00 a.m. to 5.00 p.m. with refreshment breaks and lunch.

Who will the facilitator be?

The training specialist will be hand-picked by each customer's personal project manager to ensure their style, approach and industry knowledge is matched with both the organisation and the audience.

Where and when is the training?

The programme is either delivered at your premises or a venue of your choice. When is entirely up to you, we can work with you to agree suitable timings.

How many delegates can attend?

This programme can readily accommodate small groups of six delegates or less and up to a maximum of 12. Please call us to discuss larger group sizes.

What materials are available?

All delegates receive workbooks and handout notes, notes are downloadable from the Rightrack website (see Membership) as well as a personalised certificate of attendance.

To review the success of Rightrack projects visit the website to review client case studies:

<http://www.rightrackconsultancy.co.uk/about-us/case-studies/customer-service-training-casestudies.php>

