

DELIVERING OUTSTANDING CUSTOMER SERVICE EXPERIENCE

HOW TO DELIVER OUT-OF-THIS-WORLD CUSTOMER SERVICE EXPERIENCES FOR YOUR INTERNAL AND EXTERNAL CUSTOMERS

Synopsis

In the world of customer service, words count.

What you say to customers can have an enormous impact on how customers view you and your business.

By choosing your words wisely, your business can improve the service experience and avoid disasters, especially in our modern age of Social Media.

How you communicate with your customers should never be left up to chance. You must be consistent in the way you resolve customer issues through understanding the human emotional curve and applying the right strategies and service language to enhance the relationship.

In this workshop, you will have the opportunity to observe and practice service behaviors and improve communication skills. You will learn how to approach and handle difficult situations by applying the appropriate service language.

Benefits of Programme

- Define what is Customer Experience
- Apply communications skills to connect with customers
- Serve customers emotional needs and not just the Transaction
- Understand the Human Emotional Curve
- Handle complaints and customers who are demanding and/or abusive
- Differentiate the various characteristics of customers
- Enhance the relationship with customers through understanding their needs, concerns and their states of mind

This 2-day programme will equip you, with standards, tools and techniques that will support you in connecting with your customers and creating an out-of-this-world service experience for both your internal and external customers.

Who Should Attend

- All staff with internal and external customer interactions.

For more information, please contact:

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