

Customer Service Training- Critical Elements of Customer Service



Have you ever encountered an unpleasant customer and not known what to do?
Do you worry that you're not assertive enough with demanding people?
Do you struggle to solve problems?
Do you know who your customers are?
Do you have individual and organisational goals to strive for?
This **two day workshop** will help you in all of these areas, and more!

How You Will Benefit

At the end of the workshop you will be able to:

- Recognise that service delivery is an individual response value
- Understand how your own behaviour impacts the behaviour of others
- Develop more confidence and skill as a problem-solver
- Communicate more assertively and effectively
- Learn some ways to make customer service a team approach

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialised manual and course materials

What You Will Cover

- Who are your customers?
- Understanding and meeting expectations
- Your self-image
- Meeting expectations
- Setting standards
- Smart goals
- Telephone techniques
- Communication skills
- The talkative caller
- Dealing with difficult people
- Steps to problem-solving
- Resolving conflict
- Service pride
- Acting assertively
- Managing stress

YES! Enrol me now!

REGISTRATION FORM

Critical Elements of Customer Service

Participant's name:	_____	Position:	_____
Organisation:	_____		
Work Address:	_____		
Phone:	_____	Email:	_____
Credit card type: MasterCard / Visa Only			
Name on card:	_____	Amount:	_____
Credit Card Number	_____	Expiry Date	_____
Signature			

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