

# Service Excellence

**Contents**      Excellent customer service has its roots in specific communication, interpersonal and leadership skills which have been proven to work time and time again in real customer situations.

The Service Excellence course is developed for delegates to become more professional and effective in the way they handle both face to face and telephone interaction when dealing with internal and external customers.

- Outcomes**
- The customer as a source of revenue for the business
  - The impact of losing regular customer business
  - Methods to satisfy irate customers and deal correctly with customer complaints.
  - Why complaints and customer feedback are good for the organisation
  - Why it is important to anticipate customers' needs and be proactive
  - Greet customers in a polite and friendly manner that is suited to the situation and organisation
  - Deal with customers directly or refer them to the appropriate person.

**Target Audience**      Suitable for all individuals in the organisations

**Duration**      2 days

**Investment per learner**      A quotation will be provided on request