

5-Star Customer Service

This program teaches you how to provide structured superior customer service. It gives participants the tools necessary to provide outstanding customer service as well as techniques to handling difficult customers. It encourages ways to build strong relationships and teaches participants how to manage both personal and business related stress.

Program Content:

Introduction

- Program Objectives
- Your Objectives

Core Service

- Workshop – Your Organization's Core Service
- Workshop – Describe Your Customers
- Workshop – Dreams and Nightmares

Creating a Customer Focused Environment

- Elements of Good Customer Service
- Customer Focused Companies

Tips & Techniques to Good Customer Service

- Keeping a Positive Attitude!
- Five Steps to Effective Customer Service
- How Good is 99.9%?

Conflict Resolution

- Why Do Customers Get Upset?
- Calming Upset Customers
- Barriers to Conflict Resolution
- Ten Steps to Dealing with an Upset Customer

Stress Management

- Stages of Stress
- Signs of Burnout
- Five Techniques for Preventing Burnout

Effective Communication Techniques

- What Can You Do?
- Your Actions Speak Louder Than Words
- Words Can Make a Difference
- How You Say it

Building Relationships with Customers

- What is a Strong Customer Relationship?
- Shifting Your Focus

Realistic Promises and the Importance of Keeping Them

- Following Up on Your Promise