

EXCEPTIONAL CUSTOMER SERVICE

...Create an exceptional experience!

We all have customers, clients and colleagues and your personal and professional success will depend largely on how well you meet their needs. Getting it right may lead to a long-term relationship but getting it wrong can result in a personal and business loss.

This course will delve deep into the most important aspects of providing exceptional customer service, whether your 'customer' is a potential or existing client, team member, manager or any other stakeholder. Gain insightful knowledge and practical skills for effective customer interactions, delivering service excellence and creating a positive customer experience.

COURSE TOPICS:

- ✓ Fundamentals and dimensions of best practice service excellence
- ✓ Stakeholder and customer expectations, needs and satisfaction
- ✓ Having a service mindset – organisational purpose, culture, values and behaviours
- ✓ Conflict and communication skills to de-escalate challenging situations

WHO'S IT FOR?

- Team Leaders and Managers
- Customer Service team members
- Anyone who builds and maintains a client/customer base

For more information
visit our website
pathwaysaustralia.com.au
or phone 1300 212 212