

## Customer Service Excellence

UK Traininig

# PARTNER



# Customer Service Excellence

## Introduction

This fast-moving, highly interactive Customer Service Excellence training course draws upon the very latest thinking, tools, and research into customer behaviours and the psychology of buying to enable attendees to fully understand what is required to ensure their customers, whether they be external "paying" customers, or internal "colleague" customers, get the very best experience possible. Application of the tools and techniques demonstrated on this training course will enable attendees to provide dramatic increases in Customer service, leading to customer retention and increased revenues. It will also show how organizations can fully harness the power of Social Media to augment their brands and create meaningful dialogues with Customers.

## Course Objectives of Customer Service Excellence

- Explain the importance of customer service in a competitive environment
- Defend the vital role internal customers play and show that their satisfaction is key for the success of an organization
- Practice the techniques of managing customer expectations and delighting customers
- Provide better, faster service and increase customer satisfaction
- Recognize early signals of customer irritation and respond appropriately in order to quickly find a workable solution to the problem

## Customer Service Excellence Course Outlines

### Day 1

#### Definitions and concepts

- Quotations on customer service
- Service definitions
- Quality service requirements
- Some interesting numbers
- Cost of bad customer service
- Customer care foundations
- Learning from the best

#### Internal customer service

- Identifying internal and external customers
- A final definition
- Elements of service
- Customer requirements
- Foundation of great service people
- The links in the service-profit chain
- Internal customer service

A graphic of a chessboard with several pawns. In the foreground, a large gold king piece stands on a white square. Behind it, a silver pawn and a gold pawn are on black squares. Further back, another silver pawn is on a white square. The background shows concentric circles radiating from the center of the board.

UK Training  
**PARTNER**

## Day 2

### Managing customer expectations

- The Importance of customer expectations
- Perceived service quality
- What to say and what not to say
- Calming upset customers
- 12 tips for calming upset customers
- Comments you should avoid
- Managing customer expectations
- 'RATER' in real life
- The Service Quality SQ factors
- Flying over customers' rising expectations
- The customer loyalty ladder

## Day 3

### Effective communication skills for handling customers

- Effective communication
- Verbal communication with customers
- Active listening
- Effective listening skills
- Phone etiquette

## Day 4

### Professional behavior with customers

- The power of behavior
- Principles of effective behavior
- How to behave professionally with the customer
- History of communication
- Interesting study
- Interpreting non-verbal communication
- The right behavior with the customer
- The wrong behavior with the customer
- Types of behavior
- Assertive, passive, and aggressive behavior
- Verbal and non-verbal components of communication styles

## Day 5

### Dealing with difficult customers

- Dealing with different personality types
- Typical customer personality types
- Role-plays and exercises on dealing with different personality styles
- Service recovery

UK Training

**PARTNER**





## Blackbird Training Cities

### Europe & USA



Zurich (Switzerland )



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland )



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)  
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

### USA & CANADA



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)



## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia )



Bangkok (Tailand)



Beijing (China)



Jakarta (Indonesia)  
(Malaysia)



Moscow (Russia )



Singapore (Singapore )



Sydney (Australia)



Tokyo (Japan)



Kuala Lumpur

### Afrika



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Dubai (UAE)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)

UK Traininig  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Refinement

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



[training@blackbird-training.com](mailto:training@blackbird-training.com)



[www.blackbird-training.com](http://www.blackbird-training.com)

UK Training

**PARTNER**

Head Office: +44 7480 775 526 | 0 7401 177 335  
Email: [training@blackbird-training.com](mailto:training@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)

