



Office & Training Solutions Ltd

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Course Outline

Extraordinary Customer Service Delivery

Programme Aim:

- Equip participants with the skills & knowledge to competently and confidently deliver extra ordinary customer service

Programme Objectives

- *Define* extra ordinary customer service identifying key benefits and impacts
- *Clarify* who are our customers and what are their needs to be met
- *Grade* current customer service based on C-R-A-S-H test
- *Discuss* your own customer service experiences, both good & bad!
- *Understand* what is meant by the moments of truth
- *Provide* an effective technique for handling 'sticky situations' instilling confidence in customer facing staff to handle these situations
- *Summarize* points for improving customer service delivery within the organisation

Training Approach

Tutor input
Group exercises and discussions
Action Planning

Target Trainee Profile

Suitable for all customer facing staff

Training Duration

This session is delivered over a half day with maximum participants of 15