



## **Delivering exceptional customer service**

This essential workshop takes a practical look at all aspects of customer service including understanding customers needs, effective communication, how to deal with difficult situations and how exceptional service can generate repeat business.

The workshop will cover:

- **What is exceptional customer Service?**
  - Exceptional service means repeat business
  - Identifying the service barriers that prevent a customer choosing you
  - Who are your customers? Internal/external
  - How can you deliver exceptional service?
  - How can you give the customer what they want... not what you think they want?
  - Keeping it safe
  
- **90% of what you say is your body language**
  - The first 10 seconds
  - The inner you .... Your attitude
  - Eye contact and personal projection
  - Listening to and observing the customer
  - Postures and gestures; personal space
  
- **Communicating Effectively**
  - Ten ways to open the door to effective customer communication
  - Barriers to effective customer communication
  - Open and closed questions
  - Learn to listen to your customers... it's a powerful tool!
  - Voice
  - The pros and cons of using the telephone.
  - Taking effective messages
  
- **Turning a Customer Complaint into an opportunity**
  - Causes of conflict
  - Encouraging Customer feedback and complaints
  - Feedback is the breakfast of Champions... make it work for you
  - Handling aggressive feedback – don't take it personally
  - Negotiating your way to a solution
  - Communicating the outcome to the customer
  - What next? If you can't help the customer where do you go next?

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