



Excellence In Customer Service

The Excellence in Customer Service Training aims to teach participants how to provide top-quality customer service to customers and clients. This content can be modified to fit any environment or team. We will discuss your business needs and offer advice and solutions to help you create a WOW effect for your customers. The skills learned will result in a better customer service experience for your team.

Course Overview

You will spend the first part of the session getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

At the end of this one-day workshop, participants will be able to:

- Body Language signals: How to read your customer more effectively
- How to build rapport by mirroring.
- Resetting unrealistic expectations professionally.
- Educating your customers on expectations.
- Customer Service Quick Techniques to improve anyone on the spot.
- How to use questions effectively to draw information and convey ideas.
- The WOW effect (How to wow your customers every time).
- Closing techniques to help with the client ending process.
- Customer Service Requirements that your organisation requires of your team.
- Customer Service Excellence Skills to help excel above others in your industry.
- Communication Skills for easy information conversation and assistance.
- Plus more modified to suit your customer service needs.
- Presentation Skills (Both personal and professional presentation delivery).

How to use questions effectively to draw information and convey ideas

Questions can be an effective communication tool. We demonstrate in this part of the session how to be more specific with questions and how to use them for motivating customers to act.

Customer Service Quick Techniques to improve anyone on the spot

You may have met someone who has provided you great customer service, and the simplicity to their methods demonstrated that it wasn't that hard. In this next part of the session we provide information on simple steps and skills that will make your customers say "wow".

Educating your customers on expectations

How do you uncover expectations? How do you create expectations? We provide training here on how to implant correct expectations and to create new ones.

Resetting unrealistic expectations professionally

Unrealistic expectations can never be met. Some people may expect too much, or not be fully educated on your business system or policy. We can help with a quick technique to help clients realise their expectation may be too high or unrealistic.

How to build rapport by mirroring

We provide Psychological information on how people mirror naturally. We then discuss how we can use the mirroring technique to become more connected with the customer/client.

Body Language signals: How to read your customer more effectively

As we develop the above point in the session, we also then move onto body language and how to utilise more effectively within communication.

The WOW effect (How to wow your customers every time)

A quick checklist and tip list for providing a super friendly customer service every time.

Closing techniques to help with the client ending process

End your meeting, customer interaction or call effectively with closing techniques the professional use.

Customer Service Excellence Skills to help excel above others in your industry

We provide skills in this session the professionals use. Become the best in your industry.

Communication Skills for easy information conversation and assistance

Creating conversation and bridging the gap between you and the customer at times may be difficult. We provide some great tools to be able to effectively communicate with your customers.

Presentation Skills (Both personal and professional presentation delivery)

Presentation skills are an asset to any customer service professional. We show participants how to present in a professional manner and highlight any aspect of their call or service to the customer.

Workshop Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramountraining.com.au> for more information or call 1300 810 725



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