

More than a Satisfied Customer

Delivering World Class Customer Service

Overview

We often hear of cases of extremes of service from the same company. If the policies, and processes are the same, then the key differential is the people involved. This programme has been developed to help your people to deliver consistent world class service.

Our A4 Service model defines the four stages of a service transaction and outlines the key skills required at each stage. This model for service excellence forms the basis of this learning programme

Who will benefit?

This programme is suitable for anybody that holds a customer service role. This could range from dedicated customer service roles in contact centres through to people working in retail, catering or hospitality.

Your Investment

This programme provides 12 months learning and customer service development support, including:

- ✓ A short, pre-workshop online learning course
- ✓ 2 day interactive workshop, including lunch and refreshments
- ✓ 12 months access to Illuminate Development's online learning forums, including additional learning materials and ongoing support from Illuminate's programme tutors.

The cost of this programme is just £400 + VAT per person.

Programme content

Each programme is tailored to reflect the type of service role held by attendees, however typical programme content includes the following elements:

Acknowledging and greeting customers a confident manner

Opening conversations and building rapport with customers

Identifying customer requirements through great questioning

Providing clear and accurate advice in order to assist customers

Taking personal responsibility to resolve customer issues

Making recommendations and acting upon cross sale opportunities

Completing service transactions and offering additional assistance

Managing and exceeding customer expectations

Why Choose Illuminate?

Illuminate Development is a learning and development consultancy that has been built on over 20 years of people development experience.

Our programmes are focussed on the development of practical skills that can be instantly applied in the workplace in order to deliver real business results.

We don't just deliver a training course...we provide learning that really works.

Bookings

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