

# More than a Satisfied Customer

## Teleservice Excellence

### 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.

Delivering excellent service over the telephone is the outcome of this programme, where you will learn how to deal with customers efficiently and leave them knowing they have dealt with the right person at the right company.

### Who will benefit?

This programme is suitable for anybody that holds a customer service role which is largely telephone based, such as contact centre staff and back office support teams.

### Your Investment

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

- ✓ Pre workshop learning
- ✓ 1 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 £250 + VAT per person.**

### Programme content

The programme covers a range of service knowledge and skills. Upon completion of the programme, you will be able to:

Acknowledge and greeting customers a confidently

Ask the right questions to best serve the customer

Manage the call using pitch, pace and tone

Diffuse an angry customer

Turn a complaint into a customer referral

Demonstrate taking personal responsibility for your customer's

Give clear and understandable advice and information

Give every customer a positive experience

## 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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