

MANAGING CUSTOMER SERVICE

This program has been designed to equip participants with strategies to design, implement, monitor and continuously improve customer service standards within their business or organisation.

BUSINESS IMPACT:

- Improved understanding of the essentials of trends in customer service
- Skills and tools to design customer service standards, policies and procedures that work for your organisation
- Increased customer satisfaction
- Strategies to ensure that all stakeholders are committed to achieving customer service excellence



Target audience:

Anyone who has responsibility for setting the benchmarks for customer satisfaction in their business.

Duration: 1 day

Topics to be explored include:

- ▶ What is quality customer service?
- ▶ Today's customer – tomorrow's expectations
- ▶ Your customer profile – Who are you catering for?
- ▶ Developing customer service standards, policies and protocols
- ▶ Recognising the barriers to customer service and evaluating potential actions
- ▶ Communicating your organisation's customer care values
- ▶ How customers will evaluate your services
- ▶ Using customer satisfaction measures and feedback to generate improvements
- ▶ Value added service
- ▶ Benchmarking
- ▶ Monitoring progress
- ▶ Continuous improvement

For more information about how Learning Insight can support your business, or to book this workshop

contact:

Liz Paine

lizpaine@learninginsight.com.au

Phone: 0400 778807

www.learninginsight.com.au

What's included?

In-house training at a time to suit you

Instruction by an expert facilitator

A highly interactive workshop tailored for your organisation

Participant workbooks

Personalised certificate of completion

Guaranteed return on investment!