

World-Class Customer Service Level 1



Belding's award-winning **World-Class Customer Service** program is a full-day or half-day workshop which can be customized and adapted for service needs in any industry. This workshop includes highly motivational elements, and drives home to participants the positive difference they can make in the lives of their customers.

The half-day program explores customer expectations, and the fundamental principles involved in meeting them, as well as the importance of consistently conveying the message to customers that we care about them.



The full-day version of the program includes a more in-depth look at the concepts introduced, with extended exercises to more effectively internalize the skills. Participants will also learn the financial implications of a lost customer, and the key to building customer

Outcomes

Participants will:

- Consistently maintain a positive demeanor in the workplace
- Consistently create positive first impressions with customers
- Use positive language strategies to create customer comfort
- Recognize customer needs and expectations
- Demonstrate greater motivation and positive attitude



Who it's for

- o All employees who are in contact with customers
- o Supervisors, managers, team leaders

Methodology

- Instruction
- Interactive exercises
- Workbooks



Key Learning Points

- ✔ Why customer service is important
- ✔ The payoff of a positive attitude
- ✔ Recognizing and managing customer expectations
- ✔ Critical customer service messages
- ✔ The secrets to clear and accurate communication
- ✔ Body language fundamentals
- ✔ Positive and negative language triggers
- ✔ Little things that make a big difference

Group Size:	9 - 15 recommended
Program Length:	3½ - 7 hours instruction
Program Format:	Interactive workshop
Pre-work:	No
Certificate:	Full day only



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