

'Keeping the 70% of Your Customers Who Feel Let Down'

Business Scenario The challenge to provide customer satisfaction never ends and repeat business and customer loyalty are invaluable within all organisations. Whether we work in profit or non-profit making organisations, how we treat our customers will often determine our success.

This inspiring discussion is designed for anyone who has contact with customers and those who are wanting to further understand the essential elements of good customer service

Your Booster Session

- Recognise what customer care is and who your customers are
- Identify the qualities of good customer service
- Understand how to acknowledge the needs and manage the expectations of the customer

Action Planning - What will You do?

Exercise and activities will encourage you to apply the techniques discussed to your own situation enabling you to create an Action Plan for future success.

Flexibility of Delivery

Active Knowledge Bites™ may be delivered pre-course, post-course or stand-alone – designed as motivational, thought provoking sessions for high impact information sharing – and supported with relevant exercises, material and Action Planning to apply new ideas back into the workplace. Sessions may be tailored and extended to up to two hours.

*Active Knowledge Bites™
Turning Learning into Action...*

