



SERVICE EXCELLENCE (2 DAYS)

INTRODUCTION

The training programme is for delegates to become more professional and effective in the way they handle both face to face and telephone service when dealing with internal and external customers. Delegates will understand the impact on them and their organisation of providing the best possible service learning to communicate with customer's in a professional and effective manner.

REFERENCES

"The course was very informative and eye opening." ~ Pauline Choshane (Government Communications)

I learnt a lot about handling different customers and improving my own customer service skills." ~ Antoinette Dikotsi (Roche Products)

"Everything was in order - my trainer was very open and friendly. I'm happy about that" ~ Benjamin Masola (Specialised Road Technologies)

"The trainer was very good. Excellent." ~ Leonard Goeieman (AGB Nielsen)

"Very happy with the outcome of the course. Felt that I improved my knowledge." ~ Janie Fouché (Royal Pack)

WHAT THIS COURSE CAN DO FOR YOU...

- Defining good service
- Evaluating service levels
- Defining customers
- Understanding the Moment of Truth
- Defining WOW service
- Dealing with difficult clients and complaints
- Understanding customers
- Communicating correctly with customers
- Building customer relationships
- Exploring telephone etiquette
- Processing calls professionally
- Personal accountability

TARGET AUDIENCE

This course is intended for all employees in organisations who recognise that a highly competitive market prizes Service Excellence above all customer retention factors.

COURSE CONTENT

Introduction to Customer Service - 21st Century Challenges

- Characteristics of a “21st Century Organisation”
- Proactive behaviour and empowerment
- Knowledge management

Good vs. Poor Service

- Evaluate your own Customer Service Levels
- The dimensions of service quality

Who is my Customer?

- Looking at the external customer
- Researching the competitors
- The importance of treating internal customers correctly

Customer Satisfaction

- The concept of the ‘Moment of Truth’
- Retaining clients

Wow! Service - Going the Extra Mile

- Adding value

Dealing with Customer Complaints

- Principles for handling the irate customer
- Using the complaint to improve service

Understanding your customer

- Adult to Adult Positioning
- Being Versatile in your communications

Communication Skills - a Vital Tool for Excellent Customer Service

- Sender and Receiver
- Channels of communication
- Listening skills
- Questioning techniques
- Body language
- Barriers to communication
- Assertiveness skills
- Handling conflict
- Basic negotiation skills

Effective Telephone Etiquette

- Telephone etiquette principles
- Open Communication
- Positive language
- Discretion and Confidentiality

Processing Incoming Calls

- Promptness and Greetings
- Handling multiple calls at once
- Placing callers on hold
- Taking messages

Processing Outgoing Calls

- Preparing and planning the call
- Returning calls and following up

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff’s excellent performance to peak performance.

For further details contact:

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