

Superior Customer Service

The 80/20 rule of customer service

Synopsis

We can spend hours on a new Customer Service Strategy using lots of effort, time and budget, but at the end of the day, the most impressive results come from the smaller changes and tweaking the good that is already there. The challenge is to know what to tweak!

This workshop will demonstrate how to get the biggest benefit with the least amount of effort and shine your council into Superior Customer Service.

Course Topics

Our course topics include:

- How customers see you
- The 80/20 rule for customer service
- Initiative and empathy
- Changing the 'experience zones'
- Engaging customers
- AC/DC – service steps
- Watch your language
- The real needs of a customer
- Handling complaints
- Turning customers into business allies.

Course Details

Delivery:	Inhouse or Virtual
Structure:	Interactive Workshop
Time:	1 day
Class Size:	Max 15
Cost:	On request

About the Trainer



Mario Cortes is a highly skilled professional trainer and assessor with 20+ years' experience in project management, corporate training and leadership development.

His energetic training style is both informal and informative, adding a level of entertainment to ensure participants remain engaged in the learning.

As a trainer-assessor for the Diploma of Project Management, Mario's other talents include working as a Project Manager; Change Management expert; keynote speaker; MC and author.