
Customer Service Excellence

Customer service excellence will always be one of the critical competitive advantages for any business. This workshop shows you how to get to 'excellence' and, importantly, maintain it.

Overview

Customer Service is at the heart of an organisation. In order for your staff to project the company's and clients' values, this workshop aims to look at 'attitude and approach' to work on a day-to-day basis. Founded on the principles of the 'Fish Philosophy', teams work on attitude, going the extra mile and transforming what they do into 'Service Excellence'.

Who is it for?

Anyone who works with customers, clients or the general public.

Workshop objectives

By the end of this workshop you will be able to:

- Demonstrate how to 'live' the fish philosophy.
- Understand the core values of the business and how these underpin our behaviours.
- Communicate effectively and clearly with customers.

Course topics

- International Institute of Customer Service survey trends
- Wow factor
- Fish Philosophy!