

Growing Revenue.

Customer Service.

Overview.

The rogenSi Customer Service Program is designed to equip delegates with skills and strategies to support them in their interaction with both external and internal customers, in order to ensure that they are providing the kind of customer service that will set your company apart from your competitors.

Key components.

- How your company's Vision, Mission and Values translate into exceptional customer service behaviours
- Understanding the importance of providing exceptional customer service
- Defining customer service excellence
- Identifying who your customers are and what they value and want from their service providers
- Understanding customer service pathways in your organisation
- Moments of truth
- The importance of building rapport in every customer interaction
- Perception

Outcomes.

- Have a common understanding of your company's expectations of, and values around, customer service
- Have a clearer understanding of customer needs
- Understand the critical importance of every customer interaction
- Be able to better understand different perceptual positions in a customer service interaction
- Be able to build rapport with their customers to improve customer service relationships

Duration.

1 day.