

## Customer Service Skills Training

“Skills, knowledge and attitudes for improved customer service and support.”



This interactive training course covers all aspects of customer service skills. Run as a regular open course or as an in-house event.

It is ideal for all types and sizes of organisation, plus internal customer service and support desk staff.

### Who should attend?

Everyone, but especially all customer service, technical and support staff.

### Benefits for attendees

More confidence in dealing with all types of customer situation, plus new skills and techniques to help achieve greater success and positive customer experiences.

### Business benefits

Not just happy customers...delivering brilliant customer service is also more efficient and can save time, money and energy. Other benefits include improved staff morale and improved customer retention and goodwill.

**Full e-learning online course included with all live training workshops.**

**Run in-house or attend an open course.  
Prices from £99 per person +VAT.**

Book online: [brilliantcustomerservice.co.uk](http://brilliantcustomerservice.co.uk)

### Six essential main topic areas

1. **Service role-models** - learning from others
2. **Defining customer experience**
3. **Customer service core skills**
  - First and last impressions*
  - Questioning and listening skills*
4. **Can-do!** Developing an customer personality, habits, behaviours and attitude
5. **Best-practice** communication skills
  - Telephone skills*
  - Email etiquette and written skills*
  - Face to face communication*
6. **Problems into opportunities** – the skills and techniques for service recovery.

### Key learning points include:

- ★ The best tried and tested customer service tips and tricks to use starting NOW!
- ★ How to make every customer feel valued.
- ★ Use a range of best-practice customer service techniques, tools and skills.
- ★ How best to change and vary your service approach based on customer type.
- ★ Understand how to manage customer expectations and deliver more than you promise, consistently and deliberately.
- ★ Techniques to maintain a positive attitude throughout the day
- ★ Ten steps to develop your service skills to a new level of professionalism.
- ★ Satisfy complainers, calm upset customers and regain goodwill.
- ★ Improved telephone skills for both internal and external customer calls.

## New: online e-learning course and smart phone app

All our live courses now include a full e-learning online course. This means all participants get the benefits of live training and on-line and mobile learning in one great package.



**Brilliant Customer Service now** combines the best of both styles of learning:

- ★ Easy to use multi-format e-learning website and app with video, podcasts, info pages, tests and quizzes.
- ★ Plus, on-site or local open course interactive live training workshop.



Ask about our free training needs analysis to help you get your training right first time.

We can also provide a fully tailored customised training service too – get in touch for details.

## An on-site workshop plus e-learning and smart phone app for a full year

This form of 'blended learning' can reduce the time away from workplace or job and also has the potential for greater impact, usability and value.

Unlike traditional training, the training content can be viewed many times over in bite-size chunks. It includes short, to the point, videos, audios, quizzes and information pages too.



### E-learning online training features include

- ★ High-quality learning content by experts.
- ★ Easy updates and bespoke content option.
- ★ Video clips, podcasts, slide-shows, quizzes, top-tips, information pages,
- ★ Free company branding and personalisation for in-house training.
- ★ Real-time, easy to use, customer survey and feedback function.
- ★ Users and managers can share and communicate with other app users.
- ★ Option to link to social media and websites.
- ★ Learning management and usage reports.

Fully blended learning: from £99 + vat per person including live on-site workshop or open course.

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