

CUSTOMER SERVICE  
**EXCEPTIONAL CUSTOMER SERVICE**



## WHAT IS IT?

- An engaging workshop designed to introduce employees to customer service
- Utilising proven tools and techniques to inject sparkle into your customers experience
- Practical knowledge in how to deliver outstanding customer service

## WHAT WILL IT DO FOR YOU AND YOUR TEAM?

- Enables delegates to understand the vital importance of customer service to any individual, team and organisation
- Your people will create a culture of exceptional customer service delivering the highest customer experience
- Boost moral and motivation in your staff and teams



## WHO WILL IT BENEFIT?

- Anyone who either directly comes in to contact with customers, both face to face and on the telephone or who manages people who do

For further details and bookings, please contact:  
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## EXCEPTIONAL CUSTOMER SERVICE

This introduction to customer service encourages individuals and teams to think from the customer's point of view. We will take the delegates step by step through the process of delivering exceptional customer service.

### Workshop overview:

#### What is Customer Service

What is customer service, why is it important, what's in it for me and exceeding customer expectations

#### Identifying 10 Key Customer Service Rules

Taken from Gordon Ramsey's "delivering outstanding customer service"

#### Exceeding Customer Expectations

Choosing attitude is important, having fun and making customers day special FISH©

#### Communication with Customers

What is communication, how we affect customer's attitudes towards us and removing the barriers

#### Turn Customers into "Raving Fans"

Discover what customers really want (Ken Blanchard)

#### Doing your Part

Understanding the impact your behaviours have on customers, how to be likeable to a greater variety of customers

Wednesday 31st August 9.00am-12pm

Chamber members	£75.00 plus VAT
Non Chamber members:	£90.00 plus VAT

Venue: Chamber Training Office  
34-38 Beverley Road, Hull, HU3 1YE.