

Customer Service Excellence Masterclass



How would you rate the Customer Service Experience you deliver to your Customers?

If it is not consistently at Five Stars ★★★★★, you need this Customer Service Excellence Masterclass.

This highly interactive Customer Service Excellence Masterclass will empower you to deliver Outstanding Customer Service and help you stand out from the crowd!

Learning Outcomes

Upon completion of this training, you will be able to:

- 1** Develop a growth mindset to help you succeed in your work and personal life.
- 2** Use powerful strategies to increase your Emotional Intelligence and strengthen your relationships with others.
- 3** Convert your Customers into Raven Fans by consistently delivering Outstanding Customer Service.
- 4** Communicate effectively with your Customers (Internal and External).
- 5** Apply Seven Essential Steps to Excellent Service Recovery.



You will receive a Customer Service Toolkit which includes the following:

- Section 1** – Road To Success
(Emotional Intelligence and Mindset Strategies)
- Section 2** – Communication Skills
- Section 3** – Building A Strong Service Culture
- Section 4** – The Seven Principles Of Customer Service Excellence
- Section 5** – Delivering Outstanding Customer Service
- Section 6** – Service Recovery

Certification:

CPD Accredited
Certificate Of
Achievement

Duration:

1 Day

Delivery Mode:

Engaging, Practical
Training

Lead Facilitator: Frances Roche



Frances set up Training For Success (TFS) in 1992 with a passion and determination to nurture and empower people to succeed in their careers and personal life. As a Multi-Award Winning Business Woman, she knows what it takes to achieve peak performance.

TFS is 100% committed to consistently delivering 5 Star Customer Service and knows exactly what it takes to build fruitful long term relationships with Customers. 90% of their revenue comes from repeat business and referrals.

During this Customer Service Excellence Masterclass, we will share lots of powerful strategies and techniques that will empower your Staff to consistently Exceed your Customers' Expectations.

Why should you take this Customer Service Masterclass ?

- 1 To Increase your Motivation, Engagement and Retention.
- 2 To Empower you to Exceed Customer Expectations, Build Loyalty and to Enjoy their Work.
- 3 To participate in a Fun and Engaging Practical Masterclass that will Increase your Confidence Tenfold.
- 4 To Increase your Credibility by helping you become Internationally Certified in "Customer Service Excellence."

Contact us to discuss how we can help you deliver outstanding Customer Service to your Customers.

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