

Worth Customer Service Excellence Training



How will this training help your organization?

Worth Customer Service Excellence Training is a uniquely positioned workshop that can truly deliver strong value to participants. This training will directly impact organizational performance through delivering increasing effectiveness in staff to manage customer experiences highly effectively. Creating positive outcomes for all stakeholders through consistently applying best practices in customer service delivery.

The Learning Elements of Worth Customer Service Excellence Training will assist participants to;

- Connect with each other and the perspective of the customer to focus on core organizational objectives and outcomes.
- Enhance active listening and collaborative skills to enhance customer service performance
- Handle challenges, problem solving, and taking the initiative customers with confidence
- Encourage the maintaining of a positive attitude, demonstrating leadership, mentoring and teamwork in communications with customers.
- Being Ambassadors: effectively articulate organizational brand values and product offerings
- Create best practice awareness and utilization of principles for delivering great customer service for professional success.
- Enhance Aptitude and Attitude focused on delivering great customer experience.

The Investment

*For: Excellence in Customer Service Training Workshops: Preparation, Facilitation and Post Session Debrief/ Follow Up Reporting/ Resources/ Tools Sharing/Travel/Materials all included
Various Dates: TBC 2023 and 2024*

HST Number # 81622 5874 RT0001

Sessions (Half-day) Morning or Afternoon \$ 1,800 plus applicable taxes

