

“CUSTOMERS FIRST” (2 HOURS)

Does your business or organisation experience any of these?

- Customers’ needs being given insufficient priority?
- Team members who treat customers as an interruption to their work instead of as their work?
- Customer Service that lacks organization or a ‘game plan’?
- Company suppliers whose poor customer service is negatively impacting your company’s customer service and satisfaction?
- Team members who disappear instead of serving customers?
- Team members who get caught up in other tasks and fail to notice customers?
- Team members who lose focus and patience as they continually switch from other tasks to serving customers and back again resulting in both being poorly done?
- Team members who socialise instead of serving customers?
- Team members who continue personal conversations in the sight of customers?
- Team members who spend too much time with customers?

This program works to establish and reinforce a culture of ‘customers first’ in the organisation and is designed to ensure that all team members treat all customers (external and internal) positively and professionally.

It ensures that all team members (serving and non-serving) give priority to tasks that support the service of customers and ensure that customer service is organised and coordinated.

Topics include:

- The importance of the customer (to both the business and to the team members)
- The role of all team members (serving and non-serving) in ensuring that customer’s needs are met and how these roles inter-link
- Customer Service as the priority
- Organising customer service through game plans, set plays, standards for leaving the floor and communication signals and codes
- Managing serving and non-serving tasks
- Personalities and serving customers
- To Chat or not to Chat

The program comes with comprehensive participant workbooks and includes an evaluation by participants of these aspects within their organisation and the writing of an action plan to address those areas that need improvement or change.

TESTIMONIAL

“I have had 20 years experience in customer service and been to heaps of training. This is the best customer service training I have done.”

Senior Customer Service Officer, Kewdale, WA