



“CUSTOMER SERVICE – WHAT ARE OUR STANDARDS?” (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 organisation 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?

Would you like a cost effective solution to this?

“Customer Service – What are our Standards?” is a highly effective facilitated workshop. Our highly experienced customer service consultants will work with your team to devise a set of standards across all aspects of your operations to ensure that your customers get consistently high standard service in order to ensure their satisfaction, enhance your reputation and attract new customers.

Our consultants will share 'best practice' information and lead a review of your organisation's operations that directly or indirectly impact customer satisfaction. They will then facilitate and empower your team to devise a set of standards for your organisation that will produce high levels of customer satisfaction that they can 'own' and consistently deliver. If desired these standards can then further be developed into a "Customer Service Charter".

Topics include:

- The importance of the customer to both the business and to the team members
- Review of Operations
- Standards for Face-to-face Service
- Standards for Telephone Service
- Communication Standards
- Timeliness Standards
- Quality Standards