

## World Class Service

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High achievement always takes place in the framework of high expectations. To be world class is as much about attitude as it is ability. The difference between ordinary and extraordinary is that little 'extra'. Let your team decide what those important little extras are and empower them to take their service to a whole new level. An enlightening session with valuable insight into world class thinking.

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As Gandhi once said *"A customer is the most important visitor on our premises and he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so."* World class service is a COMMONSENSE approach to delivering genuine and authentic service at a Professional level. It's the difference between 4 star and 5 star service and creating an understanding that great customer service comes down to the 'difference' in the things we do.

This workshop supports increasing customer service and can also be a team building workshop.

*"Common sense in an uncommon degree is what the world calls WISDOM"- Samuel Taylor Coleridge*

**Tailored Options:** We will happily tailor to suit to the needs of your business.

### Learning Outcomes:

- Gain insight into current consumer trends
- Understand 'The customer EXPERIENCE '
- Identify the diversity of your customers and how best to promote an inclusive environment
- Identify the difference between 4 and 5 star service
- Explain what you REALLY do? The value of a Vision Statement
- Identify personal communication style
- Tailor service to suit 4 Customer communication styles- (can be GREASE inspired!)
- Develop listening skills
- Recognise how one's attitude affects service standards
- Master ways to develop & maintain a positive, customer focused, attitude
- Apply outstanding customer service techniques to generate return business
- Be able to create a reputation for reliability by fulfilling their promises to customers
- Build trust with customers by informing when a promise cannot be fulfilled
- Actively listen to a customer with a complaint
- React to a complaint as an opportunity for service recovery and to improve systems
- Understand the conflict cycle
- Master techniques for dealing with difficult customers
- Formulate take away techniques for service excellence over the phone
- Gain insight to connecting with customers online
- Understanding and apply the 6 human needs

### Recent testimonials:

10/10 Enjoyed all of it- particularly the content on listening. Interesting facilitator who kept the session alive.  
Breastscreen South Australia 2013

10/10 Enjoyed the collective discussions and looking at human needs in understanding our clients. The facilitator's enthusiasm rubs off. Great Thank you. Jan (Travel on Parade 2013)

