



Customer Service Excellence

Programme Information

KEY INFORMATION

Content:

- Defining service excellence
- Understanding customer expectations, perceptions & needs
- Right First Time
- Communication skills
- Developing customer service strategies

Delivery Options:

- Online 2 x 3 hour workshops
- Site based 1 day workshop

Recognition:

- TSP Learn certificated programme

Quote & Booking:

info@tsplearn.co.uk

What does this programme cover?

“It costs businesses 5 times as much to win a new customer as it does to keep a current one.”

It is essential that your customers are provided with a unique experience by proactively anticipating and understanding their needs and consistently meeting and exceeding their expectations. Let us share with you how this can be achieved.

Who is the programme suitable for?

- This course is suitable for managers, employees and individuals at all levels who regularly communicate with internal or external customers and want to understand how to understand and exceed customer expectations.

How is the programme delivered?

We have a range of flexible learning options that include:

- Online workshops - 2 x 3 hour workshops delivered within an online learning classroom or using your own preferred platform.
- Site based workshop - 1 day workshop delivered at your preferred site location.

What related training/qualifications could candidates progress to?

Candidates completing this qualification could consider a wide range of further study including:

- Level 3 and 5 Management qualifications and apprenticeships.
- Stress Management & Resilience workshops.
- Presenting & Presentation Skills workshops.
- Time Management & Prioritisation workshops.

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Programme Content

Our delivery team consists of experienced training consultants that provide your teams with the support that they need to maximise their knowledge and skills development whilst on programme. Prior to our delivery dates we will ensure that we have tailored and contextualised our programme content to reflect your business needs. All of our learning programmes contain active learning content that can be taken into the workplace to improve business performance.

All programmes are available throughout the year. We work with you to coordinate the dates and modes of delivery (online or site based) that you need. For further information or to discuss your needs, please get in touch using the contact information below.

What is Service Excellence?

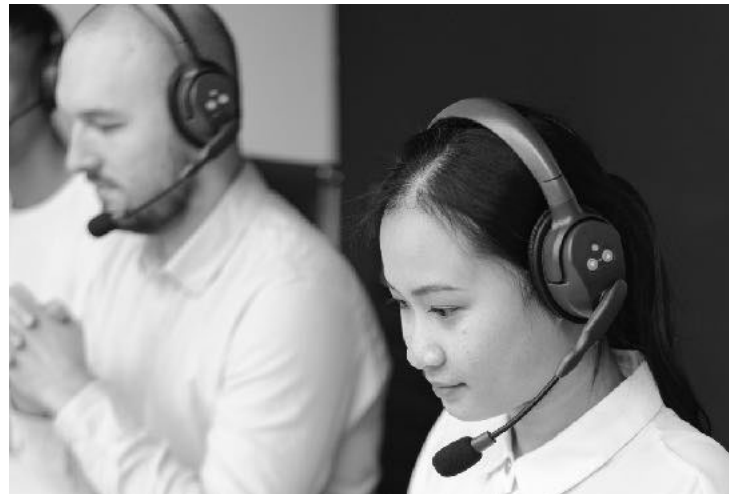
- What does excellent service/exceptional service look like/feature?
- What are the characteristics and features of 'excellence'?
- Perception is everything.
- Managing expectations.
- Memorable, measurable moments!
- Right First Time.

Image & Impression With Customers

- Understanding how our behaviour can impact on relationships with customers.
- Positive first impressions.
- Using and demonstrating empathy.
- Authenticity.
- The importance of product & service knowledge.
- Developing rapport.

Communication

- The communication process.
- Clarity of communication.
- Adapting our communication approach for our customers.
- The importance of active listening.
- Dealing with barriers to communication.
- Handling problems.



Would your organisation benefit from...

- Assessing the level of digital/ICT skills across the workforce?
- Addressing English and Maths skills across the workforce?
- Providing flexible learning opportunities for staff to upskill in any of these areas?
- We can help, contact us today.

We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Security Management Level 3
- Passenger Transport Operations/Management Level 2-4

*TSP is offering a 10% reduction on the value of orders for TSP Pro courses confirmed in July & August 2023

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