

CUSTOMER SERVICES



Customer service takes many forms, with each interaction shaped by the complexity of your business, the expectations of your clients, and the confidence of your team. That's why our workshop is tailored to suit your team's level of experience, the nature of their customer-facing responsibilities, and the service standards your organisation aspires to deliver.

We focus on the core principles of service excellence—understanding customer needs, communicating effectively, managing expectations, and resolving issues with professionalism and empathy. Whether your team is made up of experienced service professionals or individuals new to customer-facing roles, this workshop will equip them with the mindset, tools, and behaviours needed to consistently deliver exceptional customer experiences and build long-term trust and loyalty.

Tailored Workshop

Each workshop we offer is customised to suit your team's specific needs and align with your business objectives. Whether you prefer virtual sessions, face-to-face workshops, or a combination, we cater to your preferences. Our workshops, which can span one, two, or three days, cover various topics tailored to optimise your team's performance and address your unique challenges.

Topics Available

Understanding Service Excellence

- Understanding Customer Service
- What Makes Exceptional Customer Service?
- Rate Your Current Service Levels
- Moments of Truth & The Customer Experience
- How to Measure Excellent Customer Service

Knowing Yourself & the Customer

- Personality Profiling & Customer Styles (DISC/Lumina)
- Effective Communication Styles
- Time & Priority Management in Customer Service Roles

The Customer Conversation

- Talking to the Customer – First Impressions & Tone
- Establishing the Need

- Questioning to Find the Real Need
- Structuring the Conversation for Success
- Handling Objections & Complaints
- Resolution and Close

Written Communication & Digital Etiquette

- Emailing the Customer – Best Practice
- Responding Professionally to Written Complaints or Queries

Additional Resources

Other available resources to support your Customer Services workshop;

- Customised consultation to meet your specific needs.
- Complete DISC profiles for the entire team.
- Implementation of competency frameworks. Integration of managerial best practices.