



## Customer Service Skills (5\* Service)

- *Explore the major impact that emotions have on customer service*
- *Learn how to exceed your customer's expectations in the face of every customer being different*
- *Learn how to use the tool of 'investment vs. withdrawal' within your relationships*
- *Consider how your mindset affects your approach towards service*
- *Obtain 5 practical keys to delivering outstanding service every time*
- *Consider your personal brand and the impact this has on the service you provide*
- *Define your personal values and understand how they tie in with the values of your team, your company and your customers*
- *Learn how to ensure that your every day challenges do not prevent you from delivering outstanding service at all times*

Half or Full Day Course