

---

## Service Excellence - Customer Service Communication Skills Training

Communicating with clients on the phone in diverse situations while ensuring a customer loyalty is achieved.

Customer service is often what will differentiate you from your competitors. Ensuring that initial interaction with the customer is positive and memorable is imperative.

Many organizations have "Customer Service" teams, but these groups are only as good as the actual customer experience. Excellent client service bonds customers to your company. After all, it is your company's reputation on the line.

Ignite Excellence's Service Excellence Program promotes positive customer interaction. We work with Customer Service teams - or any individual who interacts with a client in a service capacity - to make the most positive impression, from the first interaction to long after service is implemented. We teach methods to ensure that the customer feels his or her problem has been addressed in an empathetic and professional manner. The result is increased customer loyalty.

We also work with inside sales people who have a dual role and provide them with the skills to sell various solutions while providing excellent customer service. This program includes the development of customer service skills, including how to make successful cold calls, sales, and provide conflict-resolution.

Note: Refresher Program recommended. Also available in a two to four hour session.

Key Learning Outcomes:

Participants will have the skills to:

- Build confidence as Customer Service Representatives, making them more effective in diverse situations
- Confidently deal with aggressive clients
- Be flexible in their communications to empathize with the client while controlling expectations
- Promote a favourable customer experience through communications
- Sell on the phone while resolving issues

Who should attend?

- Customer Service Professionals
- Inside Sales teams
- Individuals who interact on the telephone in a service capacity with customers
- Customer Service Representatives with a sales function

{mosloadposition testimony}