



Join the Dots

Recruiting & developing **extraordinary** people

WorldHost Principles of Customer Service

Objectives

- To focus on the needs of all customers and to develop the skills and techniques that will help participants deliver first class customer service
- To understand the importance of excellent customer service
- To describe and deliver effective communication
- To demonstrate how to listen and care about customers.

What is it about and what will it do?

WorldHost The **Principles of Customer Service** workshop is full of energetic activities, an excellent training toolkit, DVD and CD scenarios, PowerPoint presentations and plenty of trainer guidance to assist in allowing the learner the very best in Customer Service Training.

Who is it for?

Team members responsible for delivering outstanding front end customer service.
Individuals who are working towards a level 2 qualification.

Outline content

- Hello and welcome – creating the positive conversation and rapport
- Working towards WOW – first impressions, the positive start
- How effective is your communication – the process and techniques
- The power of listening – the art of service recovery, great behaviours
- to use and not to use
- Five key commitments
- Going the extra mile



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