REDSEED TRAINING PROGRAMME

Call centre

VIDEO BASED | ALL DEVICES | CERTIFICATE | 1 HOUR

Customer service is more than face-to-face interactions when customers come into your business.

Email, text, social media, SMS - regardless of how your team communicates with your customers, their main aim must always be to provide exceptional customer service.

This programme will equip your team with the skills they need to provide outstanding customer service to develop loyal, happy customers who continue to support your business and share their positive experiences with others.

Who's it for?

- Front line staff.
- Call Centre staff.
- Anyone who engages with customers.

Topics covered

- The value of a customer.
- Customer expectations.
- Developing great customer relationships.
- Meeting the needs of a customer.
- Developing great communication skills.
- Answering calls.
- Communicating via email, text or chat.
- Projecting a positive attitude.
- Delivering 'stand out' service.
- Resolve customer complaints.
- Setting boundaries.

What are the learning outcomes?

After completing this programme, your team will be able to demonstrate the following behaviours with confidence:

- Know the value of a customer and treat them with respect.
- Does their very best to meet their customer's needs by providing the right solution.
- Is a great spoken and written communicator.
- Chooses a positive attitude at work which shows in the way they react and respond to situations.
- Shows they are 'above the line' by taking responsibility for their actions and not blaming others.
- Is able to use the H.E.A.R technique (Hear, Empathise, Ask, Resolve) to successfully manage customer complaints.
- Sets boundaries to manage customers whose behaviour is unacceptable.

Customisation options

- Introduction video.
- Role-play video examples.