



## Delivering Next Level Service

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### Overview

Simply satisfying customers is not enough. Service can only make an impact on the bottom line when it is taken to the “next level” and customers are consistently delighted. This workshop introduces customer service professionals to six basic skills required to deliver customer service at that next level.

### Audience

Anyone who interacts with external or internal customers

### Formats

Several convenient formats are available (or let us customize a format for you):

- Two ½ day sessions
- Six one-hour ‘lunch & learn’ sessions
- Half-day “overview” session

### Description

This fun and interactive program trains participants to use six core principles to develop relationships, deliver the “wow” factor, and solve problems.

1. **Have a Vision:** Define great service from the **customer’s** perspective.
2. **Connect and Build Rapport:** Create a warm and personal connection.
3. **Focus on Customer Needs:** Understand what the customer truly wants.
4. **Go the Extra Mile:** Find ways to exceed customer expectations.
5. **Take Ownership:** Accept responsibility for solving problems for customers.
6. **Neutralize Emotion:** Avoid or reduce negative emotions (yours and theirs).

### Testimonials

Here are just a few comments from participants who attended the workshop:

- *This is the most entertaining and enjoyable training I have ever attended.*
- *When I arrived, this department was segregated and unfriendly. Now we work together better.*
- *The best part of the class was the interaction, examples, and in-class exercises.*
- *Excellent customer service is scarce in this world and it is nice to have a trainer who can give the knowledge that we need to pass this information on to others.*
- *The trainer was AWESOME! Very knowledgeable and fun. Never boring.*