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## The B·E·S·T® Customer Service Fundamentals Workshop

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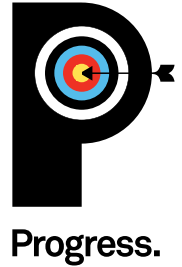
'It takes a long time to build a good reputation. It takes only a few seconds to lose it. This program is designed to provide your customer service professionals with an understanding of the basics of customer service delivery.

The BEST Customer Service Fundamentals *one day workshop* meets the demands for motivation and quality in a pressured service environment. Confident, professional, enthusiastic people create an environment of success that is contagious, with an immediate positive impact on every other area of contact.

The BEST Customer Service Fundamentals workshop assists participants in creating a customer focussed culture with high level self-esteem and respect for quality internal service, as well as the best attitudes and actions for external customer service. A particular feature is the issue of ownership and responsibility, to ensure motivation and fulfilment for both service staff and customer.

Workshop contents include:

- The meaning of great service
- Key Success Areas - essential Knowledge, Skills and Attitudes
- Building good relationships
- Dealing with 'different' people
- Establishing customer needs
- Professional questioning strategies
- Six keys to active listening
- Receiving welcoming and resolving complaints
- Going the extra K
- Dealing with stress on the job
- Leaving a lasting impression
- Empowering yourself to make a difference



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Workshops can be conducted for up to 20 participants, who will be divided into clusters of 5 or 6. The minimum effective group size is 8-10, as much learning takes place from participant interaction and discussion.

Equipment used is kept to a minimum, to allow real-time discussion and involvement; flip charts and workbooks are our preferred media. Additionally, specifically customised 'keeper' items can be developed, such as laminated desk mats or pocket cards, to act as ongoing reminders.

Although intensive and hard working, the entire program is lively, interactive and enjoyable, providing valuable discovery-learning processes in a friendly environment.

For further information on ways that Progress Training Systems can help your organisation Progress further, call today on +61 29527 2280 or email [admin@progress.com.au](mailto:admin@progress.com.au)