

# Outstanding Customer Service

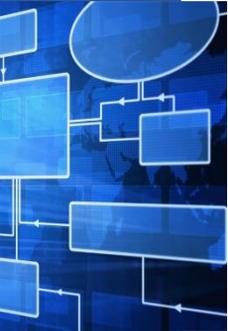
## Practical Workplace Training Module



reduce waste ◆ increase throughput ◆ improve quality



# A Foundation of Growth



Providing outstanding customer service is now a basic expectation of customers, yet so many businesses fail to invest in developing their team's service skills. For those that do, taking this step is a key differentiator in the race to win and retain customer loyalty.

With many years of practical experience in customer service, we know the 'moments of truth' that affect customer perceptions and the skills that are required to deliver a level of customer service that secures repeat business.

This program is designed to impart a lasting impression and provide practical skills that will improve the performance of your customer service team

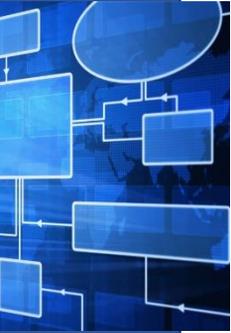


*There is a solution that pays for itself*

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# Workshop Agenda



## **Why Customer Service is Important**

- The Customer Loyalty Matrix
- Benefits for you

## **Outstanding customer service defined**

- Includes a Group Exercise that exposes the key interactions that influence customer perceptions and emphasises personal interactions and communications as critical customer service parameters

## **The Importance of**

- Listening to understand
- Being solutions focused
- Taking ownership
- Being responsive

## **The Customer Service 'Moments of Truth' – The key interactions that affect customer perception**

- A case study, example and group exercise to establish your organisations 'Moments of Truth'
- Using the 'Moments of Truth' Matrix to identify key areas for improvement

## **General Communications skills in**

- General Conversation
- Telephone
- Email

## **Managing Difficult Customers and situations**

- A practical session on what to do when things go wrong

*Quite simply the best program for re-energising your team*

# What you will learn & achieve



## Expected Outcomes

At the conclusion of this workshop, participants are expected to;

- Understand what creates customer loyalty and the influence they each have in generating that loyalty,
- Understand how providing great customer service benefits them as well as customer and the organisation they work for,
- Take ownership of customer outcomes, including managing difficult situations,
- Have improved listening and communication skills,
- Work as a team to identify and investigate the key interactions (moments of truth) that their customer have with their organisation and work together to ensure that those interactions are consistency positive,
- Understand the power of doing what is not expected.

## Pre-Requisites

Nil

Duration: ½ day and 1 day versions

Delivered on or off site



*Knowledge that creates ownership and empowerment*

# Why Kallista Consulting



Our success comes not only from our expertise in process improvement methodologies such as Lean and Six-Sigma, but also from our ability to engage effectively with people at all levels. We are market leaders in providing the business transformation leadership that brings real results. Our training and workplace methods have been refined over many years to ensure they are engaging and practical and the feedback we receive is consistently excellent. Most of our clients experience a measured return that is many times their investment

Our reputation speaks for itself. Over the past decade, we have worked with clients for all sizes across diverse sectors, including with some of Australia's most respected organisations. Here are just a few;



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