

## It's My Call: Delivering Remarkable Customer Service over the Phone

*If you don't create the right service experience, someone else will...*

Whether over the counter or over the telephone, we know instantly when we encounter a remarkable customer service professional. Outstanding customer service professionals really stand out because on every interaction and with every customer they choose to do all they can to make their customer's experience as positive as possible. Remarkable customer service professionals really care - and they have the skills to make it show.

This program focuses intensively on skill development and application through reinforced practice - using real life simulation exercises. Participants leave the program with the skills and the confidence to apply their learning on the job.

### KEY OUTCOMES

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- Apply your organization's customer centric principles to each and every customer contact.
- Continually increase the quality and value of the customer relationship

### KEY FOCUS AREAS

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- Understanding how your Mindset influences your attitude towards customers and the customer experience you deliver
- Understanding of how your personality style influences the way you work with customers
- Making a personal connection with each caller
- Asking callers questions that will give you valid information about their needs
- Keeping all calls on track
- Communicating clearly with customers about what you are doing for them.
- "Owning" the call
- Avoiding taking tough calls personally
- Meeting customers' needs and solving customers' problems
- Maintaining your professionalism and enthusiasm while working with all types of customers
- The skills required for creating a remarkable customer experience

### TARGET AUDIENCE

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This program is applicable to learners at all organizational levels who deal with customers over the phone.

### PROGRAM DURATION

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1-2 days