

WorldHost 'Principles of Customer Service'

Empower your staff to deliver excellent customer service

WorldHost customer service training is an engaging experience for your staff, covering real-world situations. Flexible content ensures workshops are always highly relevant allowing trainers to adapt to suit your individual and organisational needs. Participants can quickly apply their newly acquired skills and knowledge, so your customers feel the benefits, fast. At the same time, WorldHost training develops participants' transferrable skills which they will be able to utilise for the rest of their lives.

For your organisation, WorldHost training is the foundation for establishing a culture of excellence and driving business transformation. You'll be amazed how much people can learn in this course.

Learning outcomes

- Explain the benefits of providing excellent customer service
- Identifying customer needs and managing expectations
- The importance of making a great first impression
- Creating a positive first impression
- Words associated with customer
- Needs Vs expectations
- Applying customer service within your role and sector
- The power of social media
- Communication process - verbal, vocal & non-vocal
- Listening skills - Active listening
- Communication skills to improve your customer interactions
- Dealing with problems positively
- Leaving a lasting impression
- Remembering names
- Planning for professional development

Who should take the workshop?

This workshop is aimed at any front-line staff who come into contact with and have regular interactions with customers.

What does it cover?

- Identifying customer needs and managing expectations
- The importance of making a great first impression
- Applying customer service within your role and sector
- Communication skills to improve your customer interactions
- Leaving a lasting impression
- Planning for professional development

Benefits of the programme

- 1 day programme that is adaptable to multiple roles, sectors or industries
- Easy to contextualise
- Participative and interactive with an applied focus on 'active learning'

WorldHost

‘Dealing with Conflict’

The WorldHost ‘Dealing with Conflict’ programme will help prepare employees to manage conflict with customers, visitors and guests by providing simple strategies and universal guidance to manage interventions professionally and effectively with the aim of defusing the situation whilst providing appropriate customer solutions.

Learning outcomes

- Identify positive and negative ways in which to respond (or not) when in the heat of conflict with a customer.
- Describe why customers complain and get annoyed.
- Recognise signs that indicate customers are starting to get increasingly angry.
- Differentiate between anger and abuse and apply strategies to minimise the escalation of a customer's anger.
- Explain the importance of saying and doing the right thing at the right time during a challenging situation.
- Recall key phrases that will deescalate, diffuse or improve the outcomes of conversations that would otherwise end in escalation of conflict.

Who should take the workshop?

This workshop is aimed at any staff who come into contact with and have regular interactions with customers.

What does it cover?

- What conflict means
- How we respond to conflict
- Recognising signs of anger
- Ways of managing and resolving conflict
- Appropriate words and actions for conflict situations
- Skills for conflict resolution
- Key phrases for conflict situations

Benefits of the programme

- Supports prevention of conflict, strategies to deal with conflict, anger and abuse and helps employees understand the need to manage emotions so that conflict does not take a toll on health and well being
- 1 day programme that is adaptable to multiple roles, sectors or industries
- Easy to contextualise
- Participative and interactive with an applied focus on ‘active learning’