



## People Skills Series Outstanding Customer Care

**When:**

**Time: 9.00-4.00**

**Where:**

***When you speak to a customer you shape their impression of your entire organisation. Even in the most difficult situations you have the power to make the encounter better or worse.***

Whether our customers are internal or external the principles of outstanding customer care remain constant. To be successful we must look after our customers and consistently exceed their expectations. This course unwraps what it takes to display a genuine service attitude, even when dealing with the most awkward customers or working under extreme pressure. With practical tips and examples, delegates will leave feeling inspired, motivated and capable of delivering outstanding customer service.

In this course you will learn practical solutions that you can apply back at work straightaway so that both you, your organisation and the customer benefit immediately.



### Who should attend?

This course is useful for any individual that speaks with customers or clients either over the telephone or face to face to make sales, answer queries or give advice and guidance. This course is equally useful where interactions are part of long term customer relationships or singular transactions.

### Learning Outcomes

- \* **How to manage and exceed customer expectations**
- \* **How to be positive, knowledgeable and in control when dealing with unusual requests or difficult customers.**
- \* **How to stay calm and confident when dealing with angry customers.**
- \* **How to keep conversations on track for more efficient handling without reducing the feeling of quality service.**
- \* **Analyse the verbal and non-verbal language that takes place in customer interactions and how to perfect this to create a positive and professional impression.**
- \* **How to ask the right questions to discover the individual needs and wants of internal and external customers that they may not have otherwise conveyed. This technique is proven to reducing complaints arising in the first instance.**

## About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

## Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

**Mike Taylor, United Utilities**

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

## Register now!

**Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: [hello@real-results.co.uk](mailto:hello@real-results.co.uk)**

## Fees

### To attend this one day workshop

In-house (at your premises) £POA + VAT for up to 15 participants

Open course places £249 + VAT per person. Please contact us for current dates & venues.

## Contact Real Results Training

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