



IOL (UK) Limited & Northgate Training
EXERCISES, GAMES & SIMULATIONS FOR MANAGEMENT DEVELOPMENT



Customer Service

Participants will learn:

- the importance of a consistent service, every day, every customer
- to fulfil your organisation's mission statement
- to use appropriate communication styles
- to deal with 'problems' immediately and never to argue
- to put themselves in the customer's shoes
- to exceed customer expectations wherever possible
- to know your best customers
- to appreciate the value of 'internal' customers

NUMBERS:

3 – 18 Participants in up to three teams, ideally with between 3 and 6 in each team

TARGET AUDIENCE:

Staff at any level

TIMING:

30 – 50 minutes + Debrief

COST: £199 (+VAT and delivery)

Improve confidence and competence when dealing with customers inside as well as outside the organisation. Establishes fundamental principles applicable to all organisations.

Whether your customers are buyers, clients, patients or other service users they are fundamental to the success of your organisation. It pays to go that extra mile to deliver a service they



applaud and of which you can be justifiably proud.

This simple-to-use pack asks questions of your own performance, looks at your organisation's approach to customers and guarantees lots of worthwhile discussion around a range of customer service issues. Work through the set of 30 cards discussing the issues and reaching conclusions. You'll clear up misconceptions about customer service, face actual examples of customer service in action, evaluate your own skills, test your knowledge about your organisation's policies and procedures, and develop basic ground rules. Do you know your top customers or clients? How do you treat 'internal' customers?

Finally Action Plans form the vehicle for taking easy-to-implement lessons back to work to boost your confidence, motivate you – and win customers.

Customer Service

Trainer's Role

- 1 Divide participants into teams.
- 2 Issue each team with a set of the 30 unique cards.
- 3 Observe teams at work.
- 4 Issue Action Plans for completion.
- 5 Lead a Debrief on the key learning points.

Full Debrief notes are supplied and the handouts are provided on CD-ROM for easy copying.

Pack Contents

- Trainer's Notes
- CD-ROM containing Handout Files
- Sets of Cards

TO ORDER "Customer Service" please contact:

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