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## **PROFESSIONAL SERVICE EXCELLENCE**

### **Sample Course Overview:**

The Champs Profession Service Excellence program has become the flagship of our frontline Customer Service programs. Purpose-built for your organisation this program will support frontline staff to meet and where possible exceed your customer's expectations. The **PSE** program is a highly interactive, practice-rich training workshop that increases skills and gets results. Participants will learn to think, communicate and behave in ways that help them manage themselves and their customers on the phone and face to face more effectively.

### **Sample Learning Outcomes:**

At the end of this course, participants will have...

- An understanding of the importance of servicing external and internal customers and be able to set and achieve win-win outcomes for interactions.
- Demonstrated an understanding of their ability to create value for their customer through the use of their personal power and ability to educate the customer
- Have identified some of the barriers to providing service excellence and created solutions/strategies for workplace implementation
- Demonstrated skills in 'Saying No' to meeting unrealistic expectations though the use of benefit statements/questions designed to maintain control of the conversations and in turn maintaining the customer relationship
- Demonstrated skills to manage complaints effectively and implement follow-up procedures to initiate continual improvement

### **While every PSE program is tailored to your organisation's specific needs, some of the most commonly requested topics include:**

- Exceeding Customers Expectations
- Barriers to Effective Communication
- Telephone/Email Etiquette
- Giving and Receiving Feedback
- Generating Passion, Enthusiasm and Energy into the Workplace
- Assertive Communication
- Negotiation Skills for win/win outcomes
- Turning Complaints into Opportunities
- Saying "NO" while maintaining customer service
- Managing aggressive customers

### **Target Audience:**

This course is designed for anyone who represents your organisation to your customers. Ideally those who manage frontline staff should be involved in this program so they can best support team members during on-the-job implementation.

### **Delivery Mode:**

Face to face group based facilitation

### **Course Duration:**

1 or 2 days