



# Eat the Elephant

## 'Helping people achieve the objective'

## Principles of Customer Service

### Who is it for ?

Team members responsible for delivery outstanding front end customer service  
Individuals who are working towards a level 2 qualification

### What is it about and what will it do ?

WorldHost The **Principles of Customer Service** workshop is full of energetic activities, an excellent training toolkit, DVD and CD scenarios, powerpoint presentations and plenty of trainer guidance to assist in allowing the learner the very best in Customer Service Training.

### Typical Objectives

- To focus on the needs of all customers, and to develop the skills and techniques that will help participants deliver first class customer service
- To understand the importance of excellent customer service
- To describe and deliver effective communication
- To demonstrate how to listen and care about customers

### Indicative Outline Content

- **Hello and Welcome – creating the positive conversation and rapport**
- **Working towards WOW – first impressions, the positive start**
- **How effective is your communication – the process, and techniques**
- **The power of listening – the art of service recovery, great behaviours to use and not to use**
- **Five key commitments**
- **Going the extra mile**

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