



Frontline Customer Service

- > Corporate image, reputation and word of mouth brand value rest heavily on the professionalism of frontline staff.
- > This workshop is designed to help those staff deal effectively and professionally with the full 360 experience of frontline customer service.
- > Transform customer service from a liability into an asset.

Effective models

What is customer service? Who are your customers and what do they need? What is your business/brand and how does it meet your customers' needs?

Techniques

Walk and talk professional customer service naturally. Learn the speaking, listening and body language skills for success. Deal with difficult customers. Maximise service delivery.

Practise

Put it all together in realistic role plays and scenarios. Get instant feedback from your peers and trainer.