

# Everybody is in Sales

## > Awesome Customer Service - The Essentials



### Workshop Objectives

- Determine what customer service means to all customers
- Recognise how attitude impacts on customer service
- Define your customer service standards
- Develop understanding of how my style impacts on others
- Identify customers needs and expectations
- Awesome customer service steps to customer loyalty
- Awesome customer service and phone customers
- Deal with difficult customers
- Action plan for the role/individuals

### About the Program

The program is conducted over a day session, and is designed to improve the skills and behaviours in dealing with all business customers, to significantly improve levels of customer service, and improve customer loyalty.

**Who should attend:** anyone who has direct interaction with customers, in a store, delivery, administration or phone role.

**After the program:** AgExcellence can provide a follow up option to assist transfer of skills and behaviours to the workplace.

Program	Program Outline
Awesome Customer Service - The Essentials	<ul style="list-style-type: none"><li>• Program overview</li><li>• Business today</li><li>• What's my role?</li><li>• What is customer service?</li><li>• How does my role impact on customers?</li><li>• Attitude is everything</li><li>• Internal/external customer expectations</li><li>• Our customer service standards</li><li>• What is the impact of my style?</li><li>• Understanding others-communicating with purpose</li><li>• Customer needs and expectations</li><li>• Developing loyal customers</li><li>• Dealing with difficult customers</li><li>• My customer service action plan</li></ul>

### About Us...

AgExcellence is a training and development consultancy committed to building workforce capability through the delivery of customised solutions based training and development. AgExcellence specialises in sales, business, communication, management and leadership programs designed specifically for the retail sector.

### Why choose AgExcellence?

We don't just deliver training. Our focus is on integrating solutions to empower your personnel and arm them with the skills they need to improve their productivity and increase profitability. We take a holistic approach to achieving the goals set for your business by implementing a structured, sustainable and measurable process. We bring over 35 years of frontline and senior management experience combined with outstanding facilitation, friendly, responsive and personalised service.



Training your business...is our business

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