



LEADERSHIP RESOURCES

Leadership and Team Development Specialists



The Company

Leadership Resources – a progressive management development consultancy on a mission to help businesses achieve their goals

The Solutions

- Leadership Development
- Team Development
- Customer Service Development
- Key Account Management

The Results

- Motivated Teams
- Focussed Leaders
- Effective Operations
- Profitable Clients

Customer Service Skills

We all know that customer service is not purely smiling at customers! Customer service is totally entwined with building long-term relationships, teamwork and the development of the organisational culture and values. This programme therefore is for people at all levels in the organisation.

However, most “front line troops” in many companies are often the lowest paid and the least trained – and yet they have most face to face or voice to ear contact with customers. These people are the ones most organisations rely on to deliver real competitive advantage.

We believe that most people have a decent understanding of how to deal with customers...it's actually how they feel on the day that determines the level of service they provide. In other words it's about attitudes rather than skills. The programme raises people's levels of awareness and professionalism.

“A professional is someone who can do their best work when they don't feel like it”.

Key points of this programme include:

- Identifying service strategies
- Defining customer service
- Responsibilities for customer service
- Why customer service is different to other company policies
- Why it's vital to us and our company
- Service standards
- Understanding expectations and research facts
- Developing our customer service focus
- Understanding “moments of truth”
- How to put customers FIRST
- Managing service recovery

This programme links in very closely to any team development programme in terms of addressing the attitudes and habits that we display to each other.

After all “the quality of service that reaches the customer begins with the quality of service that our people give to each other”.