



EXCEPTIONAL CUSTOMER SERVICE

Providing reliable and effective customer service is essential to every organisation. This workshop will help define the factors related to exceptional customer service through assessment and discussion. Barriers to good service will be addressed and help with overcoming these given. The consequences of poor service will be outlined so delegates understand the significant cost of not providing exceptional customer service.

- Defining the factors of exceptional customer service
- Understanding the barriers to providing exceptional customer service
- Consequences of poor service
- Factors of good and bad communication
- Importance of first impressions

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FACTORS OF
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CUSTOMER SERVICE

BARRIERS TO
EXCEPTIONAL
CUSTOMER SERVICE

GOOD AND BAD
COMMUNICATION

CONSEQUENCES OF
POOR SERVICE

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