

FEELINGS : Quality Service....First Time, Every Time



Customer Service is all about FEELINGS. Customers stop coming because they feel hurt! On the other hand, when you take care of your customers' FEELINGS, they will remain loyal for life and will be your free advertisement.

The only way to stay in business is with CUSTOMERS. Customers' impression of the organisation is formed by employees - particularly by people on the front line. The people who work for you must ensure that customers' expectations are matched, and perhaps even exceeded, so that customers walk away feeling successful and happy with your service. Businesses need to learn how to attract them and keep them coming back. The transactional way of doing business must be replaced with customer relationship building.

Our 2-day programme emphasises a deceptively simple but winning approach to customer service - that a relationship is at the heart of every transaction. This programme helps your employees to understand the values, skills, techniques and attitudes necessary to deliver the outstanding, legendary level of customer service you need in order to make sure your customers are fully satisfied - and don't switch to competition. They will eventually give positive feedback about your company wherever they go or whoever they meet. Not only will this translate into a positive and good image for your company in the eyes of the public, your employees will feel good that they have performed professionally and have received due recognition. They will then be motivated to perform even better in the future. So, everyone WINS!



Drums and percussions are also used in our programme to include fun and energy into training. At the same time, there is much learning about customer service using music as the learning tool.