



Customer Service Excellence

Course Format:

(2) half day trainings, held one week apart. To ensure you have phone/support coverage, we split your team in half and provide a morning training and an afternoon training on both days.

(4) coaching visits, one day per month for four consecutive months. Side-by-side / one-on-one coaching for 60 minutes with each employee monthly.

Facilitator:

James Desrosiers, M.M.

Cancellation Policy:

100% non-refundable with ability to reschedule within 60 days.

Minimum Number of Students:

1

Maximum Number of Students:

25

Day One: Attitude, How To Handle Difficult Situations, How To Deliver Bad News, How To Create A Loyal Customer Who Values Your Relationship & Situational Tactics

We will first assess and optimize the current attitude of team members to ensure they accept their role and responsibility as a customer service professional. Situations, problems, and delivering bad news are to be expected and your staff will learn how to handle them in a way that ultimately strengthens the relationship with our merchant clients. Next, we will discuss best and worst tactics in customer service and identify real-world experiences that are specific to Merchant Consulting Group. Together, we will create a system to continually identify situations and begin to design best resolutions and tactics for each one. "Homework" for Day Two will be to implement new tactics, continually improve them, identify new scenarios, and bring back results to the team.

Day Two: Review Situation Logs, Identify & Role-Play New Best Practices, and Create A Team-Wide Ongoing Improvement Culture

Ongoing Coaching:

To ensure the implementation of the concepts, tools, and processes presented, GROWTHco visits once per month for four months to provide coaching. We sit one-on-one with each representative during live calls and conduct an AAR (after action review) to answer the following questions: "What went well?", "What didn't go well?", "If I could do that over again, what would I do differently?", and "What will I do from now on?"

Training Objectives/ Outline of Presentation:

- Understanding your business model, role, and why difficult situations happen
- Your ability to control yourself and influence the behavior of others
- Best practices for all customer service **professionals**
- Communication planning: What to do BEFORE the call and having a Difficult Situation Process
- Identify company specific situations and then design, role-play, and implement best practices
- Using customer service to develop a loyal customer who values your relationship, thus reducing attrition

GROWTHco

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