



The Project and People Company



Make the Workplace Work

Fáilte Ar Ais ***Re-kindling Customer Service***

In today's world of social networks, blogging and i-everything, it's easy to lose sight of the ordinary, everyday, common courtesies when dealing with our customers and work colleagues.

With so many things to distract us, it's easy to forget that our customers need our attention in a timely and professional manner.

Take time out in this Workshop to reflect on how important the basics still are in the face of today's fast, instant and immediate pace.

In this one-day session we go back to basics and take a look at:

Winning Attitude – Basic Customer Service
Rules of Engagement – Workplace Etiquette

Winning Attitude - Basic Customer Service

- 1 Winning Attitude
- 2 Commitment to the Customer

Rules of Engagement - Workplace Etiquette

- 3 Phone Power
- 4 Words
- 5 Active Listening
- 6 How Customer Contacts go wrong

The Workshop will be highly interactive and based on real life scenarios that you encounter every day.