

# WorldHost Principles of Customer Service Online

Empower your staff to deliver excellent customer service, and help give your business the outstanding reputation it deserves.



WorldHost customer service training is an engaging experience for your staff, covering real-world situations. Flexible content ensures workshops are always highly relevant allowing trainers to adapt to suit your organisation whilst easily accessible as an online programme. Participants' can quickly apply their newly acquired skills and knowledge, so your customers feel the benefits, fast. At the same time, WorldHost training develops participants' transferrable skills which they will be able to utilise for the rest of their lives.

For your organisation, WorldHost training is the foundation for establishing a culture of excellence and driving business transformation. You'll be amazed how much people can learn during the online sessions.

## Who should take the workshop?

This workshop is aimed at any front-line staff who come into contact with and have regular interactions with customers.

## What does it cover?

- Identifying customer needs and managing expectations
- The importance of making a great first impression
- Applying customer service within your role and sector
- Communication skills to improve your customer interactions
- Leaving a lasting impression
- Planning for professional development

## Benefits of the programme

- An easily accessible online programme
- Adaptable to multiple roles, sectors or industries
- Easy to contextualise

## Learning outcomes

- Explain the benefits of providing excellent customer service
- Identifying customer needs and managing expectations
- The importance of making a great first impression
- Creating a positive first impression
- Words associated with customer
- Needs Vs expectations
- Applying customer service within your role and sector
- The power of social media
- Communication process - verbal, vocal & non-vocal
- Listening skills - Active listening
- Communication skills to improve your customer interactions
- Dealing with problems positively
- Leaving a lasting impression
- Remembering names