

**“Shedding
Light
on Skills
Development”**



Kwelanga

TRAINING

engage | inspire | elevate

Service Excellence (2 Days)

A Specialised Kwelanga Training Programme

INTRODUCTION

The training programme is for delegates to become more professional and effective in the way they handle both face to face and telephone service when dealing with internal and external customers. Delegates will understand the impact on them and their organisation of providing the best possible service learning to communicate with customer's in a professional and effective manner.

REFERENCES

"I learnt a lot about handling different customers and improving my own customer service skills."

"Everything was in order - my trainer was very open and friendly. I'm happy about that."

"The trainer was very good. Excellent."

"Very happy with the outcome of the course. Felt that I improved my knowledge."

"The course was very informative and eye opening."

WHAT THIS COURSE CAN DO FOR YOU...

- Defining good service
- Evaluating service levels
- Defining customers
- Understanding the Moment of Truth
- Defining WOW service
- Dealing with difficult clients and complaints
- Understanding customers
- Communicating correctly with customers
- Building customer relationships
- Exploring telephone etiquette
- Processing calls professionally
- Personal accountability

TARGET AUDIENCE

This course is intended for all employees in organisations who recognise that a highly competitive market prizes Service Excellence above all customer retention factors.

COURSE CONTENT

Introduction to Customer Service - 21st Century Challenges

- Characteristics of a “21st Century Organisation”
- Proactive behaviour and empowerment
- Knowledge management

Good vs. Poor Service

- Evaluate your own Customer Service Levels
- The dimensions of service quality

Who is my Customer?

- Looking at the external customer
- Researching the competitors
- The importance of treating internal customers correctly

Customer Satisfaction

- The concept of the ‘Moment of Truth’
- Retaining clients

Wow! Service - Going the Extra Mile

- Adding value

Dealing with Customer Complaints

- Principles for handling the irate customer
- Using the complaint to improve service

Understanding your customer

- Adult to Adult Positioning
- Being Versatile in your communications

Communication Skills - a Vital Tool for Excellent Customer Service

- Sender and Receiver
- Channels of communication
- Listening skills
- Questioning techniques
- Body language
- Barriers to communication
- Assertiveness skills
- Handling conflict
- Basic negotiation skills

Effective Telephone Etiquette

- Telephone etiquette principles
- Open Communication
- Positive language
- Discretion and Confidentiality

Processing Incoming Calls

- Promptness and Greetings
- Handling multiple calls at once
- Placing callers on hold
- Taking messages

Processing Outgoing Calls

- Preparing and planning the call
- Returning calls and following up

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

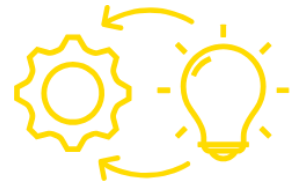


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*