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Working together to point you in the right direction

Customer Care Reviews and Workshops

Quality customer care wins long term customer loyalty. How we handle the telephone, how we welcome visitors, how we present services, and even how we invoice, can directly influence how our customers view us.

The CMF Customer Care review looks at your Customer Care requirements, your current Customer Care procedures, and your Customer Care audit procedures, and includes full discussions with management, staff, and customers.

Following this review interactive workshops are designed to increase staff awareness of the extent to which they can influence customers' perceptions, and enable them to put these ideas into practice.

Key Topics included in these Workshops are:

Why everyone influences Customer Care
Corporate philosophy and values
Creating an Excellent First Impression
Understanding how others perceive us
The first point of contact - pre-sales service
Questioning techniques
Active listening skills
Effective call handling
Voice quality - clarity, projection, tone and pitch
What to do when things go wrong
Handovers
Dealing with difficult customers
Personal commitment to quality service
Taking ownership of situations
Staying close to customers
Ongoing Customer Care reviews

If you would like more details on how these workshops, can benefit your company in a most cost effective manner, simply contact us by telephone, fax, or email and we will follow up your enquiry immediately.