



The Customer Excellence Programme

Providing excellent customer service is the very minimum your customers expect – are you providing it? Winning a valued customer is never easy – that’s why you need to hang onto them.

Customers rarely tell you when you have performed well. They just expect that you will do what you said you would do, when you said that you would do it. When it goes wrong, some will let you know about it. Most, however, will simply vote with their feet and go to a competitor. The only time you realise you have failed to meet their expectations is when you review your sales numbers.

Customer Excellence Programme is a two day programme that will show you how the world’s top companies deliver exceptional customer care. You will learn how a customer will assess the value being provided by your company, and what you can do to harness this knowledge.

You will learn:

- What makes good customer service?
- The influence of perception on value
- How to create the ‘wow’ factor
- Your individual personality type
- How to communicate with the 4 main customer types
- The performance iceberg
- The importance of your attitude when delivering key messages
- Styles of communication Questioning and listening skills
- How to empathise effectively
- How to handle irate customers

Who should attend?

- Customer service representatives
- Call centre agents
- Helpdesk operators
- Anyone involved with dealing with customers at the front line

Here are just a few comments from our delighted clients:

YELL “..produced the best ever set of results in the history of Yell.”

NHS “Lammore met the specification and programme outcomes perfectly. Absolutely brilliant!”

GOOGLE “..an outstanding training experience.”

OPODO “..training content very relevant and focused for delivering benefits in my role.”



The Customer Excellence Programme cont

Here are three great reasons for attending the The Customer Excellence programme:

At Lammore Consulting, our mission is to provide training events that entertain, inspire and make a difference.

Inspire: Our delegates come away from our programmes feeling inspired and ready to meet their challenges head on. The material has been researched and written to meet key business needs in the real world.

Entertain: We promise to deliver our training events in an upbeat and fun way. Our speakers are professionally trained and experienced in the world of business and entertainment, and know how to engage an audience.

Make a Difference: A training workshop is only effective if the learning is implemented. All delegates attending a Lammore development programme are followed up through regular online contact to ensure that their personal development plans are being put into action. In addition we encourage 'Action Learning' events to take place within one month of the training being undertaken to re-enforce the key messages of the programme.

MASTERFOODS “..more original and energising than any management book..”

AUTOTRADER “..fun style of training..coupled with in depth knowledge..”

“ an outstanding training experience ”
google

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