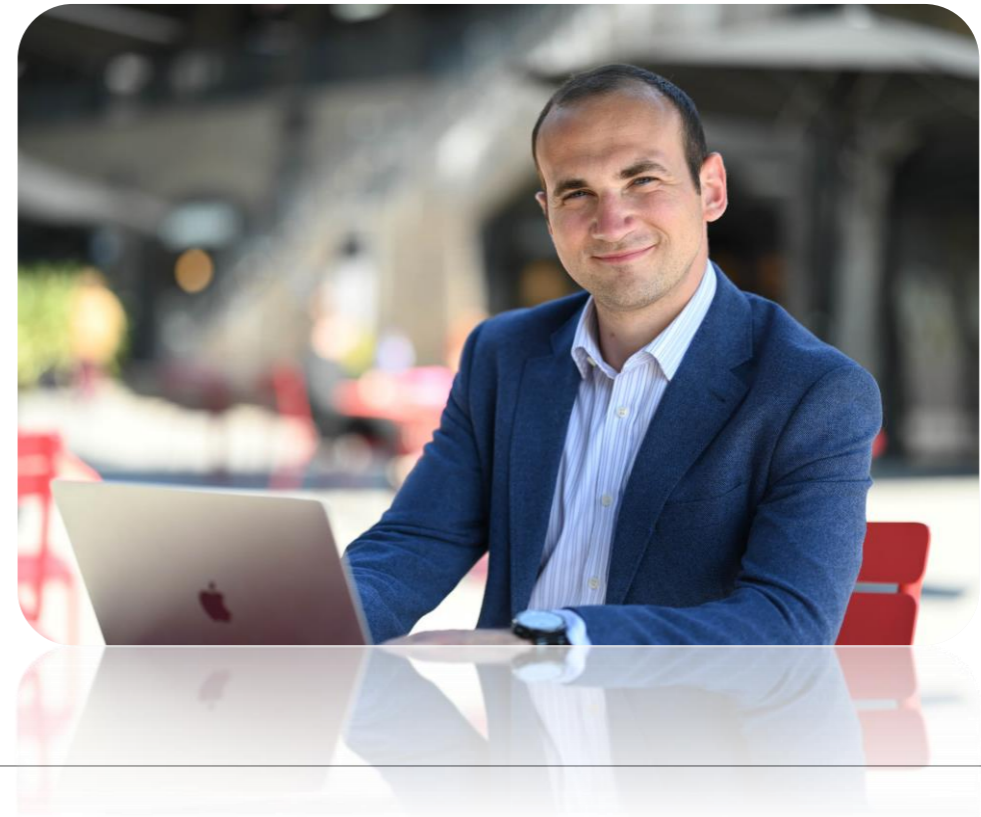


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Successfully bringing your business towards customer success

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About what I do



What solutions do I provide?



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Summary – Bespoke Customer Care Programmes



Bespoke Customer Care Programmes

What does it include?

- Weekly 121 meetings
- From 3 to all Training courses delivered daily, weekly or monthly
- Each course converted into a 3-hours session each
- Personal assignment for each attendee between each course
- Each course made bespoke based on the business and attendees' needs
- Pre-Programme individual meetings to discuss personal needs
- Mid-Programme individual meetings to discuss progression and challenges
- Post-Programme individual meetings to discuss results and progressions



Standard Customer Care Programme

3 courses delivered daily, weekly or monthly

Session 1

Customer service – get all the basics right and enhance your customer experience

Session 2

Delivering an exceptional customer experience on a consistent basis

Session 3

All you need to know about effective complaints handling



Advanced Customer Care Programme

All courses delivered daily, weekly or monthly

Session 1

Customer service – get all the basics right and enhance your customer experience

Session 2

Delivering an exceptional customer experience on a consistent basis

Session 3

All you need to know about effective complaints handling

Session 4

Successfully manage customer expectations throughout the customer journey

Session 5

How to generate long-standing customer loyalty when dealing with clients?

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Summary – Training Courses included in the Programmes



Delivering an exceptional customer experience on a consistent basis

Topics covered:

- Basics of customer relationship
- Customer care – from a powerful mindset to a perfect attitude
- Showing genuine care to generate trust
- Identify, anticipate and fulfil your customer needs
- Understanding your clients' perspective better



Successfully manage customer expectations during each stage of the customer journey

Topics covered:

- The core values of expectations management
- Managing expectations? Make it about the values
- Having the right negotiation skills
- Understand and acknowledge your customers' needs
- Awareness and adaptability to the different types of customers



All you need to know about effective complaints handling

Topics covered:

- See customer issues and complaints as an opportunity
- The keys to success to effective complaints handling
- Dealing effectively with difficult customers
- Dealing effectively with previous complainers
- Getting the best out of your customers' feedback



Customer service – get all the basics right and enhance your customer experience

Topics covered:

- Knowing and setting your limits with your customers
- Understand and acknowledge your customers' needs
- Attention to details
- Bring meaningful changes and overcome challenges for a better experience
- Getting the best out of your customers' feedback



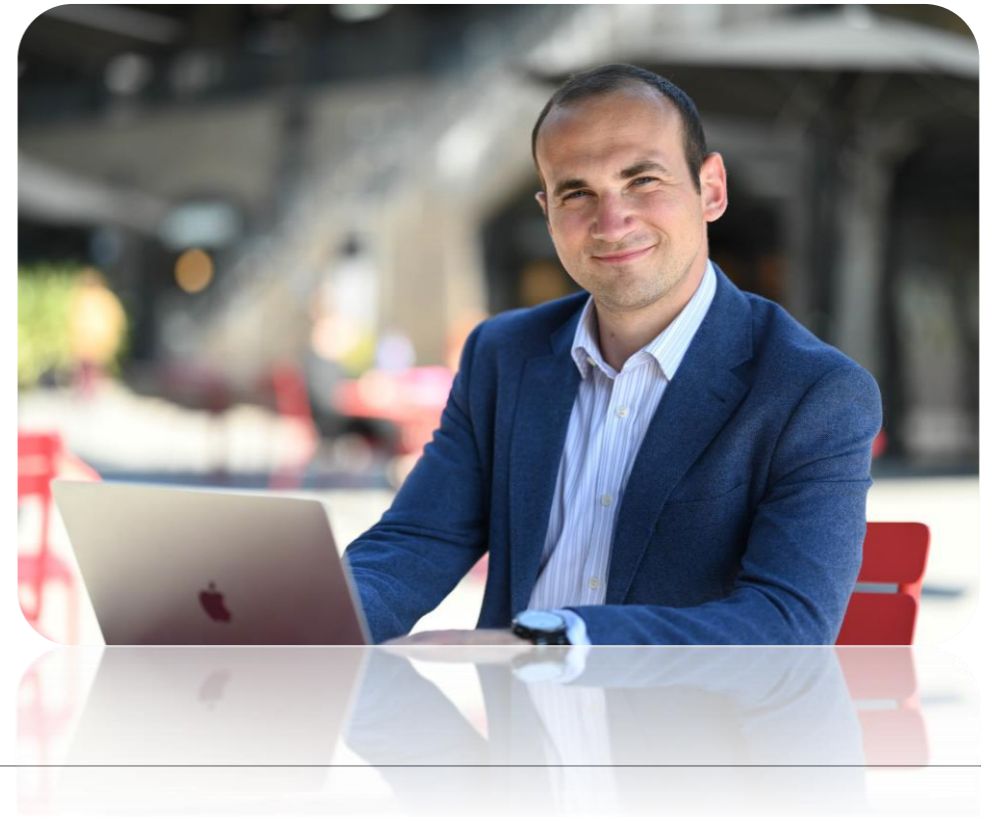
How to generate long-standing customer loyalty when dealing with clients?

Topics covered:

- Understand your customer journey better
- Having the best approach and methods with returning customers
- Keep bringing value to retained and loyal customers
- The keys to success to remain consistent when handling customers
- Successfully manage your customer issues

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How to get in touch?



How to get in touch?

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Pierre Bauzee

Free discovery call:

<https://calendly.com/beyondsatisfaction/30min>

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Thank you