



Sales Readiness Group

Exceptional Customer Service

SALES PERFORMANCE SERIES

Exceptional Customer Service is a program for customer service professionals that helps them customer relationships. Customer service professionals employing this program better understand and exceed customer needs and expectations, handle all customers and maintain a customer-focused attitude.

Quality of service can dramatically affect a company's bottom line in follow-on sales and in perception of the company in the marketplace. A customer service professional without proper customer facing skills can severely damage customer relationships. Customer service personnel may not even know they are doing damage to a company simply because they have not learned the proper techniques in managing customers' post sale needs.

In order for organizations to excel, they must do more than simply satisfy their customers. They must differentiate themselves and their employees in significant ways that add value to the customer experience.

Exceptional Customer Service modules and topics include:

- How to demonstrate an understanding of customer needs and expectations, and to set goals to exceed them
- Techniques for presenting oneself professionally over the phone and working professionally with customers
- The ABCDs of dealing with angry customers
- Active listening
- Steps to help establish and maintain a positive and customer-focused attitude
- A personalized action plan for personal development

All Sales Readiness Group solutions are tailored to the exact requirements, culture, and challenges of your organization.

Program Delivery

- Group Workshops
- One-On-One Coaching
- Group Coaching
- Web-Based Synchronous Sessions
- Train the Trainer

More Sales Performance Programs

- Introduction to Selling
- Customer-Focused Selling
- Prospecting for New Business
- Managing the Territory
- Achieving a Competitive Edge
- Value Driven Selling
- Strategic Business Development
- Selling to Multi-Level Decision Makers
- Strategic Multi-Level Selling
- Value-Added Negotiating
- Enhancing Professional Presentation Skills

Sales Readiness Group, Inc.

Sales Readiness Group provides clients with customized solutions that improve sales performance, develop sales leaders who inspire and drive great results, and build more effective sales organizations.

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