



Delivering Excellent Customer Service

Background

OSC is a specialist consultancy with an impressive track record in helping UK, European, UAE and global clients understand and tackle their particular talent challenges. Our services are always targeted at areas of current business need and now, more than ever, the attraction and retention of customers is vital.

The Programme

The Developing Excellent Customer Service programme covers the following topics:

- What is excellent customer service?
- Best practice examples
- The barriers to excellent customer service.
- Personal experiences
- Building rapport quickly
- Expert listening
- Managing expectations
- The power of language
- Delivering on promises
- Maintaining confidence
- The CARE process
- Dealing with dissatisfied customers
- Developing a customer service culture *
- Leading excellent customer service *
- Identifying improvements *

* programme for participants with management responsibility.

The programmes are highly interactive and include best practice examples from other organisations, case studies and practical exercises.

Relevant Experience

Our expert facilitators have practical experience of leading and working in customer service functions. We have also provided customer service interventions for many customers and have thus developed a deep understanding of the area. We use this expertise and practical experience to deliver highly successful development programmes.

Projects include:

- **Al Futtaim** – Driving Customer Service Programme
- **Lloyds Pharmacy** – Engaging the Customer.
- **Lloyds TSB** – Survey and monitoring of customer service and motivation across 80,000 UK based staff.
- **TUI** – Telephone based customer service for call centre personnel.
- **UAE Federal Government**
 - Customer Service survey
- **Capio Healthcare** – Improving Patient Satisfaction.
- **Aviva** – Survey of Customer Excellence attitudes and with results based recommendations.

For more information on this offering or to discuss your specific requirements please contact us at ajp@oxfordstrategicconsulting.com or call Andrew Porteous on tel: +44(0)7786 176050.