

# CUSTOMER SERVICE

Empower Your Service Excellence.

Elevate your customer service skills with our tailored workshop



“I can’t help, you need to talk to someone else.”

“It’s not my department.”

Are you frustrated when you hear a response like that from a “customer service” agent?

## DEVELOPING GREAT SERVICE TAKES A DIFFERENT APPROACH

Everyone remembers a great service experience. When someone goes the extra mile it can forge a loyalty that lasts a lifetime.

So why are so many companies getting it wrong?

Because instead of creating a compelling purpose and identity for their customer service agents they are teaching skills. It doesn’t work. Service is 99% attitude and attitude is driven by purpose and identity. Get the attitude right and you will create great service agents.

Each workshop is tailored and designed to develop agents that:

- Take ownership of opportunities
- Connect with customers
- Create magical moments
- Build lasting relationships
- Provide a seamless service
- Make customers smile



## WHAT YOU NEED TO KNOW

### Group Size:

- This is ideal for a team of between 6 and 15 people.

### Duration:

- We will tailor a half, full, or multiple day workshop to suit your specific needs.

### Location:

- To accommodate the experiential activities it’s best at a conference venue with outdoor space.

### Tailoring:

- The event will be tailored to your specific themes, messages, outcomes, and/or issues. This is typically achieved through 1- 2 online meetings prior to the event.

### Investment:

- Prices start from \$3,500 plus GST and vary depending on timing, location, group size, and activities.

**REVOLUTIONISE YOUR CUSTOMER SERVICE: ELEVATE YOUR TEAM'S SKILLS AND ENHANCE CUSTOMER SATISFACTION. BOOK OUR TRANSFORMATIVE WORKSHOP TODAY**

**SCHEDULE A OBLIGATION FREE CONSULT TODAY!**



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