



CUSTOMER SERVICE



A SIMPLE, FOCUSED AND HARD-HITTING METHODOLOGY FOR DRAMATICALLY IMPROVING CUSTOMER SATISFACTION AND CUSTOMER ENGAGEMENT

Key Focus Areas

- Understanding Your Customer
- Customer Engagement
- Why Does Customer Centricity Matter
- What Does Great Customer Service look like
- Front Line Allies
- You're The Experts
- Service Recovery
- Customer Centricity – A Methodology
- The Cycle of Service
- Disney – A Case Study
- The Effort / Impact Grid
- The Accountability Ladder
- TNT – Tiny Noticeable Things
- Next Steps

Webinar Duration :

- 2-3 hours – to include:
 - 2 x 50 mins content sessions
 - 15 minutes comfort break.
 - 15 mins Q&A

Other Formats Available:

- 1 hour “work out”
- In-person – 1 Day

Who Should Attend

- Anyone who wants or needs to improve and strengthen their customer engagement.

What's Included

- Facilitated Content
 - 1 or 2* Dedicated Facilitators
 - Follow Up PDF ‘*Postscript*’ notes
- * 2 facilitators over 20 persons

Budget For Webinar Delivery

- £75 / Person
- £250 set up Fee
- Min Budget £500
- All prices excl Vat

Other Format Budgets

- Please Enquire
- Min Budget £500
- All prices excl Vat

Bespoke Content

- Bespoke organisational content can be added – Please Enquire

PUTTING THE CUSTOMER AT THE CENTRE OF YOUR UNIVERSE

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