

CUSTOMER SERVICE & SALES



HELPING YOU BUILD LASTING CUSTOMER RELATIONSHIPS

CUSTOMER SERVICE

- Face-to-Face Service Skills Part 1
- Face-to-Face Service Skills Part 2
- Difficult or Complaining Customers
- Handling the 'Moments of Truth'
- Internal Service & Teamwork
- Managing for Service
- Recruiting for Service
- Service & You
- Telephone Service Skills Part 1
- Telephone Service Skills Part 2
- Winning & Keeping Customers

SALES

- Account Management
- Consultative Selling
- Customer Segmentation & Prioritisation
- Establishing Customer Needs
- Handling Objections
- Influencing Buying Decisions
- Maximising Inbound Sales Calls
- Opening the Outbound Sales Call
- Presenting Your Product or Service
- Prospecting
- Sell More Using Psychology
- Sales Planning
- Successful Face-to-Face Selling

All courses are available in both Virtual & Face-to-Face formats

