



High Performance

Customer Service Coaching

Rationale; never before have customers been more **disloyal** than they are now. Every business now has major competition, locally and internationally since the rise of the www. Never before has customer service been more essential yet we have let it become very, very, very ordinary.

Give a customer the most **amazing experience** and they will be **compelled** to buy from you (regardless of price).

Customer service must be a priority. We must deliver an amazing **customer experience**.

1/2-day High Performance Customer Service Coaching

- **Mystery shop your business**
- **Comprehensive customer service report card**
- **3-hour workshop on high performance customer service covering;**
 1. **Awareness**
 2. **1st Impressions**
 3. **Greeting your customers**
 4. **The sales experience**
 5. **The farewell**
 6. **What makes a repeat shopper**
 7. **What makes a loyal customer**

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