



*PO Box 5307 Wellington  
Ph +64 4 471 0845  
Fax +64 4 471 2182  
Email [info@communicate.co.nz](mailto:info@communicate.co.nz)  
[www.communicate.co.nz](http://www.communicate.co.nz)*

## **Service:**

# **Communicate for service**

Many service roles face a unique set of communication challenges. Our specialised courses deal with these challenges in a practical and enjoyable way.

## **Service for today**

### **Your key role in service**

- Good and bad service in today's rapidly changing world
- Your crucial role

### **What do people want?**

- The six basic needs of customers
- What can you do about these needs?

### **Face to face with your customers**

- Using an effective system
- Active listening – the key to client communication
- The client is always right, even if you have to say no
- How to take the 'can-do' approach

### **Telephone dynamics**

- Handling the etiquette of the call
- Projecting a friendly professional impression
- The three keys to a good telephone voice

### **Handling the difficult client**

- The four step system for managing the angry client
- Dealing with common difficult types
- Putting on your professional raincoat so you defuse the anger
- The 'can-do no for client service

### **Moving on with service**

- Ten key client service habits