

Bespoke

Customer Service

the ultimate experience

In a world of mediocrity where many people are offering the minimum they can get away with; service that goes beyond the normal into the phenomenal is rare. When it is found it is not just enjoyed, but it is shared; the experiences customers have, whether good, bad or ugly are shared on many social media platforms. Bespoke is about doing it better than everyone else. It's about tailoring your service to your customer and offering the most deluxe version of service that is possible. We will show you how to do this.

An invitation to reach for excellence

4-6 hours

- *motivation towards excellence; the power of internal & external motivators.*
- *beliefs that lead to excellence; find out if you have what it takes already.*
- *resources to supply excellence; find out if you have the energy for excellence.*
- *vision, values & mission; the link between strategy & service*
- *needs & expectations; the kind of excellence your customers want*
- *know yourself & know your customer; how to tailor service for your customer*
- *how to provide excellence in difficult situations & with difficult people*
- *creating consistent standards of service that will delight time after time*

Extended DISC® Assessment

2 hours

To assist your team in being the best that they can be, an Extended DISC® assessment gives them all the tools they need to understand themselves, and all the different kinds of customers that they will serve. The combination of training in excellence and providing your team with the tools to enable them to tailor their service, is the best education that you can offer your team. A team debrief not only helps your team to understand their customer, it also helps your team to understand each other better. Read more about this on our website and download the pdf for full information about this Assessment option.

Optional Extra Services

Measuring your current service: *BTB can provide a pre-training measurement of your customer service through a variety of assessment tools. This optional extra enables you to take a snap shot of how things are before your training investment. Options includes staff surveys, customer surveys, on the job observations, mystery shopper experiences.*

Measuring your post course service: *BTB can follow up after the training to measure the change in performance if a pre measurement has taken place.*

Maximising your Training: *BTB can provide post training interaction directly with your team members or through supporting team leaders. This can be in the form of post training coaching, real time feedback, call monitoring and application questionnaires.*

Inviting your input: *BTB offer a pre training questionnaire to all team members to ask them about the skills that they feel they need in order to provide the best for their customers. By giving this opportunity the training material is more likely to be accepted by the team as something that they have had a hand in organising. We also factor in your culture, your performance targets and current vs required skill levels.*

Team Leaders debrief with Extended Disc®: *Special reports are available for team leaders to receive team Extended DISC reports. This is an electronic file due to the size of the report. One on one team leader coaching through this report is possible.*

Request a FREE proposal for our services

A customised proposal can be tailored to your needs very quickly. Just give us 30 minutes of your time to talk by phone, via SKYPE or face to face if it is possible. We will factor in any optional extra services that you could be interested in and explain what we think is best for you.

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