

# Service that sells

## Go the extra mile - customer service & sales workshop

Do you sometimes feel you haven't connected in the way you would like? Our customer service workshops are contextualised to your business needs we offer half day, full day and even two day interactive workshops. Customer service is about recognising and appreciating differences and understanding the hidden meaning in body language. Too often the customer feels like they are being 'pushed' into buying a product. Sales & service people need to ask the right questions & know how to lead the conversation naturally towards the benefits of the customer. Most people don't realise they have been selling all their life. The simple art of selling is a skill, that anyone can achieve through practice and our training workshops.

**Customer Service – People will never forget the way you made them feel** (Maya Angelou)

### Learning Outcomes from the Sales & Service Workshop

- ✓ Uncover the true definition of customer service
- ✓ Understand that internal and external customers desire the same thing
- ✓ Effectively read body and energy language
- ✓ Uncover the hidden art of negotiation
- ✓ Understand how customer buy
- ✓ Create a mindset for success
- ✓ Handle objections and close the sale
- ✓ Understand how to be culturally aware
- ✓ Learn the benefits of quality, consistency, and first impressions
- ✓ See that good customer service is healthy for you as well as the customer



*“To sell is to serve – if the customer leaves with nothing have we served them ?”*  
Catherine Molloy