

About the Company

Based in Buckinghamshire, EAC Network Solutions provides tailored IT solutions and support to the Education, Charity and Commercial sectors, supporting their customers across the UK.



From SME's to schools and colleges, they work to deliver a highly personalised service, with many clients coming to view them simply as an extension of their own IT team.

The Challenge



The client approached us as they had a number of new staff members, including apprentices, together with some poor customer service feedback. The objective was to give the whole company a level playing field when it came to customer service. Making sure that new members of the team felt confident in communicating information, as well as giving existing team members the opportunity to question their processes and improve/take new ideas back to the helpdesk.

The client was experiencing frustrating feedback from clients. Although customer issues were easily rectified by the team's skill set, it became apparent that the delivery of service was letting them down. The client expressed that it was a challenge getting the whole team to realise this issue.

The Solution



The first stage was delivering 2-days of 'Confident Telephone Handling' training with 17 team members covering every aspect of professional telephone communication. This included:

- Building rapport with the customer
- Identifying the caller's needs and collaborating to address all issues
- Increasing awareness of personal tone of voice and responses to improve customer relationships
- Managing difficult conversations

We also created a bespoke Customer Service course delivered with the 3 new apprentices. This built on the telephone skills training they had already received whilst covering more in-depth organisational customer requests and responses. This training course was designed to be more interactive with specific scenarios to discuss and work through. The objective was to ensure the trainees came away with a bank of resources, responses, and tools to handle the diverse customer calls they received.



Results

The training we provided was presented to the whole company, from Director level to the new apprentices. This ensured every team member gained the skills and confidence to be able to deliver the same level of customer service regardless of the problem. Consistency in service delivery was a key objective.



The client has found that following the training, the overall customer experience has been a consistently high standard irrespective of who answered the call, even when certain user problems need to be escalated to higher level engineers. Their customer satisfaction has visibly increased, with a significant drop in complaints and escalations being transferred to management. The team feel more confident in call handling and delivering a more personable customer interaction.

“Helen’s training delivery was perfect for our organisation; she was able to adapt the training to cover all levels of the team. It can be a real challenge to pull our team away from their screens but the engagement from everyone was so much more than we anticipated. Everyone had their opportunity to talk and share personal experiences.”

“Our survey scores are higher, and the clients engage more in giving feedback.”

“Helen was great and although I came in thinking I knew it all, I still believe I have taken lots on board”

“I really enjoyed the course and having the opportunity to learn new things and also having my colleague’s different views on different things we all go through during our job role”

“Beneficial, informative and engaging”

“Really useful info that I can apply to my daily work”

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Helen Pettifer Training

Tel: 01296 596958
Mob: 07704 221241
info@helenpettifer.com
www.helenpettifer.com