

About the Company

Alcom IT deliver outstanding IT Solutions, IT Support, Sales, Cloud Computing and Telecoms Services to clients across the South East of England and beyond. By their own admission they are a company built on fantastic staff. 'At Alcom IT we are very careful about who we recruit to ensure our clients get the very best service possible.'



The Challenge



The client approached us with two key training requirements - to give the team confidence to manage the complex and diverse telephone conversations they were having and to make every customer experience count.

It became apparent from their internal research and listening to customers, that they weren't as focused as they should have been on the quality of customer service they were providing.

It was important that all staff were equipped with the same tools and the same level of understanding to ensure a consistently high level of customer satisfaction.

The Solution



We delivered 2-days of 'Confident Telephone Handling' training with 15 team members which covered every aspect of professional telephone etiquette.

This included:

- Creating a great first impression through words and tone of voice
- Building rapport with the customer
- Establishing and meeting the caller's needs
- Managing difficult conversations

Taking into account the client's requirements, we created a bespoke course titled 'Making Every Interaction Count'. The objective was to increase awareness, skills, and confidence in team members to create positive and memorable customer experiences, every time.

This course explored the 4 Customer 'Wants', the Human/Business Model and shared tools and techniques to connect with customers on a human level.



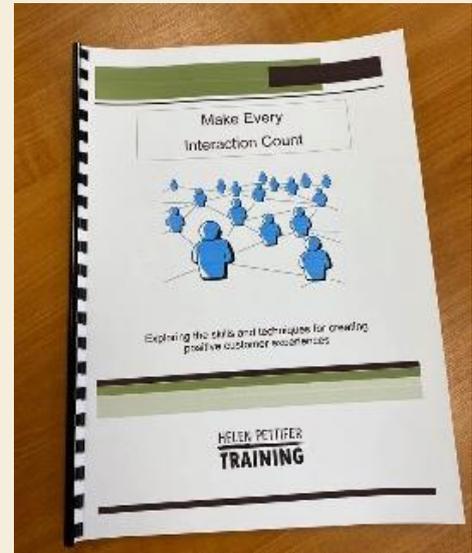
Results

The training courses were interactive with tasks and activities adapted to specific points raised by the client. Not only does this help with engagement, it also encourages learning and helps it resonate.

The courses allowed participants to individually reflect, share personal experiences and good practice in a safe and confidential environment. As a result, the objectives were not only met but everyone had fun too!

Following the training, the team is more cohesive, with the desire and ability to help each other, especially with the tricky clients. The team also now have a deeper understanding of company expectations when it comes to engaging with customers and delivering a consistently high level of service.

“We’ve had a number of new starters recently and, given the success of the last training sessions, we’ll be arranging repeat sessions for our new starters soon.”



“We have used the services of Helen Pettifer Training twice now for staff telephone training and on both occasions, have found the entire process from booking to course delivery to be outstanding. Helen is incredibly professional, extremely knowledgeable and very friendly which all make for very enjoyable training.”

The telephone training has had a positive impact on the team – and I speak for myself on that front as I feel it’s helped with my telephone confidence too.

“Thank you so much for delivering another fab course”

“Helen is just so fab! We all love her training.”

Can Helen Pettifer Training Help you?

Customer Service Consultancy and Training, specialising in Vulnerable Customers. Helen Pettifer Training provides in-house and on-line training, training manuals and eBooks. As well as compliance support, documentation and policy consultation.

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