



Exceptional Customer Care for Library Assistants

Duration: 5 days

Aim: Defining Exceptional Customer Service

The importance of Exceptional customer service in the library

The individual's role in a quality customer service process

Effective communication and presentation skills

Dealing with difficult customers

Delegates will define what customer service is all about and learn how important first impressions are and how they can influence them. They will practice to ask the right questions, diffuse difficult situations and turn complaints into compliments. Delegates will explore what library users really want and how to create the Wow factor that leads to customer satisfaction. This customer service training workshop gives the delegate the skills they need to communicate professionalism, gain respect, enhance customer relationships and secure an overall professional advantage through customer service excellence.

A five day workshop would focus on methodology in the identified areas, with extensive skills practice in each development area. This means that a principle will be introduced and through exercises, and role plays will practice the skills used.

Workshop outline: The following areas will be covered:

- Individual objectives
- What is customer service?
- Define customer service in your library
- Identify who is your customer? Focusing on both the internal and external customer. What the expectations are from all customers and opportunities for developing innovative solutions for dealing with the customer. This would include a worksheet which would set out key performance areas that can be implemented back in the workplace
- What is your role in customer service?
- Steps to follow when ensuring customer satisfaction



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- Introduction of system to follow to effectively deal with customers and the steps that need to be followed.
- Effective communication skills
 - First impressions
 - Making an impression on customers within 90 seconds
 - Barriers to communication
 - Communication process
- Telephone techniques –
 - Answering the call
 - Identifying yourself and the company
 - Addressing the customers query
 - Dealing with irate customers
 - Closing the call, taking the next step
- Identification and meeting of customer's practical and personal needs
- Dealing with difficult customers
 - Listening to a client
 - Asking questions
 - Following up to check understanding
 - Identify solutions
 - Agree on action
 - Take action and follow up
- Action plan for committing to and implementing customer service initiatives in own environment.

Customisation: Allowed to suit the needs of the library

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