

“strong communication skills are the key”



Excellence in IT business solutions



BACKGROUND

Lexel Systems has been in business for 22 years and turns over more than \$30 million a year. This success has only served as an incentive to keep pushing the bar. Committed to 'delivering excellence in IT business solutions', Lexel took time out of their busy schedule to introduce customer service training to 20 of their frontline staff.

Technical Operations Manager, Richard Lute, said "Most of our team are young, with a strong technical background. We felt that while Lexel is big enough to provide the depth and certainty our customers require in IT solutions we're not too big to offer dedicated one-on-one personal service that sets us apart and above the competition.

Date October - December 2009

Course Advanced Customer Service

Staff 85 **Participants** 20

"The company wanted to give staff the motivation and tools to communicate better with customers. They are already good, but exceptional is the benchmark, and strong communication skills are the key."

Richard Lute

Technical Operations Manager

SOLUTION

When Lexel Systems decided to undertake the training, they ensured that it comprised the majority of their frontline staff, including helpdesk and onsite engineers. Whilst this made for a wide variety of people with a broad mix of skills, roles and ages to cater for, it ensured that everyone who interacted with customers provided a similar, excellent level of service and understood the implications of their role on service.

The training was conducted over two and a half days at the Lexel Systems offices to ensure that the company could continue to operate efficiently during this time, by only taking a few staff from each department at a time. KiwiHost used a dedicated consultant over the three days of the training to fit into the schedule required by Lexel Systems.

Lexel is committed to improving their clients' future and translating their success into a long-term mutually rewarding relationship. "You need strong communication, attitude and relationship skills to achieve that goal." Says Richard. "It's in the interests of strong client relationships that we demonstrate sound customer service and communication skills."

BENEFITS

Everybody who attended the workshop said they came away with valuable skills. Our people have learned from it. They particularly benefited from the examples that were provided, and they are now more 'aware' of customers.

It is something that Lexel Systems will definitely do again.