

## Customer Service

### Training Course Details

#### About This Course

This course covers vital theory and practical techniques for all aspects of customer service.

#### Who Should Attend?

Front line staff and/or those personnel who deal with customers in any capacity and who wish to improve their performance. In addition, it is also perfect for personnel who wish to build customer goodwill and enhance the service they offer.

#### Course Objectives

To provide an understanding of the principles of offering a quality service. To be able to identify opportunities to excel and offer outstanding service. It will ensure provide students with the tools to be able to deal with complaints constructively (win-win outcomes) and to recognise the importance of colleagues as customers.

#### Course Overview

Welcome and introduction, followed by:

- What makes outstanding service
- Identifying opportunities to excel
- Projecting the right image
- Constructive complaints
- Adapting principles to your service
- Verbal and non-verbal communication
- Creating customer loyalty
- Barriers to effective customer service
- Letting people down, positively

Practical scenarios to recap key points

Assessment – written and practical

#### Course Details

Duration      **½ day**  
Certificate    **Certificate of completion provided**

Course Title    **Customer Service**  
Course Ref      **HR009CS**