

Customer Services

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Ltd

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Summary

- Half day course / Full day course (depending on requirement)

Course Description

A great workshop for all customer services representatives, with plenty of group work and team building. The course aims to provide a better understanding within the workplace of first impressions and the importance of customers either internally or externally.

Course Content (dependant on level):

- What is Customer Service?
- Customer Services Experiences
- Understanding Customers
- Who are your Customers? Internal / External
- What Customers Expect
- Barriers
- What makes Customer Services Exceptional?
- Customers have choice!
- First Impressions – Positive / Negative
- Verbal & Non-Verbal Communication
- Why do Customers Complain?
- Importance of Handling Complaints Effectively
- Equality & Diversity

*Call us direct for available dates
and possible discounts for
multiple candidates or if you
have any queries.*

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