



Duration: 1 Day
Course Code: SSG06

Course Description:

This practical and interactive customer care course provides an overview of the personal and professional skills for staff that are often the first point of contact for customers. Throughout the course delegates will have the opportunity to discuss customer handling skills and share best practices.

Who Should Attend Customer Care Training?

- Anyone working in a customer facing role, who wishes to improve their performance.

Benefits From Attending The Training:

- Greater confidence in dealing with customers both internal and external
- Understand the importance of customer care
- How to handle complaints in a positive way

Course Contents:

- Recognise who the customer is
- Commit to how important the customer is
- Develop an understanding of what a customer wants
- Consider the barriers to customer service
- View each customer contact as an opportunity
- Identify what causes a customer to complain
- Observe what happens when service falls below the level of expectation
- Create a checklist of action points to implement in the workplace

Related Courses:

- Telephone & Reception Skills | Duration: 1 day | Code: SSG01
- Time Management | Duration: 1 day | Code: SSI07
- Handling Difficult Customers | Duration: 1 day | Code: SSG08

***BESPOKE COURSE | Course Duration, Level & Duration: Depends On Content & Individuals**

