



JESS DAVIS TRAINING

Accredited training for your business

Customer Service



This four hour course helps colleagues to understand the impact that both excellent and poor customer service has on your customers. By the end of the training, delegates will have an understanding of:

How to communicate effectively with customers both in person and over the telephone, enabling them to identify customer needs and build rapport with them.

Understand the common problems and complaints you may face in a customer service role, how to handle complaints efficiently, and how to deal with difficult or dissatisfied customers.

Recognise the importance of following company policies and procedures for data privacy, equality diversity, and keeping within brand guidelines.

Understand why obtaining customer feedback is important and how you

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