



Customer Service Training

Our Customer Service Training looks at what customer service is and how we can excel at it. We look at customers' expectations and needs, and provide techniques to manage challenging customers including phrasing and resolution. This course will assist learners in developing their customer service skills and promote customer satisfaction.

This course content has been taught to a variety of sectors including; Sales, Security & the Aviation sector. It will benefit Managers, Team Leaders, Supervisors or any level of employee who deals with customers on a regular basis.

Course Content:

The course will cover the following learning outcomes:

- What is a Customer?
- Why Customer Service is important?
- Customer Expectations – what your customer expects and believes
- Success Factors – Empathy, Active Listening & Resolution
- Managing Challenging Customers
- The Attitude Behaviour Cycle & Triggers
- Communication Skills – including managing expectations and resolution

Test of knowledge

This course does not include a test as the learning outcomes will be met through group discussions and workbook exercises throughout the course.

On successful completion of this course Learners will be issued with a certificate of attendance.

Duration:

1 day