Customer Service

CPD Approved

Customer service is the act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer's requirements are met.

But how is this done?

How do you ensure it's consistent across your business? What are the benefits of delivering great customer service?

This course will start by making it very clear exactly what we mean by customer service, and why it's so vital. It then goes into detail about the goals of great customer service, communication skills both verbal and non-verbal, discovering and understanding customer needs and much more.

Course	Module Number	Module Name	Pass % Required
Customer Service	1	About the Course	70
Customer Service	2	What is Customer Service	70
Customer Service	3	The Goals of Great Customer Service	70
Customer Service	4	Discovering and Understanding Customer Needs	70
Customer Service	5	Delivering Maximum Levels of Customer Service	70
Customer Service	6	Making Customers Feel Great From the Start	70
Customer Service	7	Communication Skills	70
Customer Service	8	Non-verbal Communication and Body Language	70
Customer Service	9	Dealing with Customer Complaints	70

Recommended System Requirements
• Browser: Up to date web browser
• Video: Up to date video drivers
• Memory: 1Gb+ RAM
• Download Speed: Broadband (3Mb+)

Duration: 75 minutes (*Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions*).