

Customer Service Excellence

What are the specific details?

Duration Three hours.
Cost £85.00 per person.

Your customers expect excellent standards of service. By attending this workshop, you will acquire skills and knowledge to help you provide high quality customer service, which will have a significant impact on your organisation's reputation and success.

Who is this course suitable for?

This workshop is perfect for customer facing or support staff, whether you are providing customer service face to face, by telephone or email with either internal or external customers.

Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

How is the course delivered?

The Business Solutions team understand how hectic life can be sometimes; it's for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at our Centre for Leadership.

What will I gain from this course?

Upon completion of this workshop you will receive a Certificate of Attendance and easy to follow hand-outs.

What will I learn?

This workshop will cover:

Defining good customer service

Why customer service is so important

Putting customers first

First impressions – face-to-face and over the telephone

Communication skills

- Verbal
- Non-verbal
- Listening
- Email

Building rapport/empathy

Handling upset/angry customers

Dealing effectively with customer complaint

Please note that the workshop will include group exercises and discussion, but will not include role play unless previously requested.

For further information, or enrolment, please contact Business Solutions on:

☎ (01903) 273 732

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🌐 www.northbrook.ac.uk/BusinessSolutions

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