



Customer Care

Aims

The aim of this practical one-day course is to provide delegates with the essential skills required to deliver outstanding customer service.

Objectives

By the end of this course you will be able to

- Understand what customer care means and the standards of care required
- Acquire the mind set, knowledge and skills necessary to deliver a professional service
- Learn the essential steps for handling customers by phone and face-to-face
- Handle difficult situations and customers effectively
- Project a positive image of yourself, your department and your organisation

Who Should Attend

All frontline staff who are responsible for delivering customer service.

Course Content

- Customer care and it's importance
- Recognising who your customers are and finding out their needs
- Expecting an exceptional service
- The three essential elements required for customer care
- Essential communication skills: active listening, summarising and reflecting
- Effective questioning techniques and your choice of words
- Telephone and face-to-face standards
- Handling difficult customers and situations assertively and confidently

Duration

1 Day