Customer Service – getting it right

Overview
Front line staff - are ultimately the Ambassadors for the company – whether they are dealing with suppliers, customers, or colleagues it is vital they get it right.

Aim
This highly practical day enables participants to review and explore the true meaning of “excellent customer service”. It focuses on the challenges – and rewards – of managing both internal and external customers effectively face to face and over the telephone.

Content
By the end of the course, participants will:
• Understand the differences between customer service and customer care and why they are so vital to any business.
• Understand the importance of setting and managing customer expectations and the needs and wants of different customer groups.
• Be able to communicate face to face with both internal and external customers in a confident and professional manner
• Understand the importance of creating a good first impression
• Be more self aware of both the verbal and non verbal signals that they display when communicating face to face and over the telephone with colleagues, suppliers and customers
• Be able to deal more effectively with “difficult” customers and complaints with a view to achieving mutually acceptable outcomes to ensure continued relationships into the future

Duration: 1 Day
HELD AT
CHALLENGE TRAINING & CONFERENCE CENTRE

I meet customers every day in my job – no two people are the same! This course has enabled me to ensure that I am always providing excellent service, even with those more “difficult” customers!
Thanks Challenge!

Nicola Parry
Customer Advisor
Retail sector

For further information or to reserve a place on this course contact us:

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