



Customer Service Programme

Overview

How to develop great customer service and communication skills to deal effectively with a range of customers. How to present a positive image and enhance your quality of service and handle difficult situations effectively

Outline programme

- Who are our customers?
- How much is a customer worth?
- Moment of Truth- good and bad customer experiences, creating Moments of Magic and Misery
- What are our customers' expectations and how to exceed them!
- Communication and observation skills
- How impressions are formed- positive and negative non-verbal communication
- Resolving confrontational situations and handling complaints

Other information

Designed for: All employees

Course duration: Half day/one day

New Directions Certificate Issued

