

## Customer Service Workshop

Customer Service presents a risk to every business, irrespective of size, and should be regularly included as a compulsory element of training for managers and staff

This course is designed to ensure managers and staff deliver a service that meets the needs and exceeds the expectations of both internal and external customers in a professional and positive way

This half day course covers the following:

- Critical aspects of personal responsibility in order to continuously improve service levels
- The critical elements of effective customer communication
- Personal plans that demonstrate commitment to improve levels of customer service
- Bad Service versus good Service, and processes

- The implications of not taking Customer service seriously, key customer care behaviour
- Why is customer service important and how do we make the customer feel special, useful words and phrases.
- Attitude, behaviour, knowledge, skills, listening, questioning and selling your company benefits
- Telephone and letter writing techniques, positive language
- Why do our customers complain and strategic ways of dealing with this

**Training Methods:** Theory work, case studies and group discussion. Students will take away with them a comprehensive course hand out.

**Assessment:** is through a written workbook which is marked by the Tutor and then verified by an assessor, for Quality Assurance purposes. To gain a certificate a course mark in excess of 80% is required. On successful completion of the course, students will receive a certificate. Employers will receive all necessary paperwork to provide an auditable paper trail.

