

Outstanding Customer Service Skills

Course description

An intensive, practical and activity based programme building delegates' knowledge skills, and the will to support customers, ultimately to deliver outstanding customer service.

This course suits

Front line staff that wish to give their customers an outstanding experience and customer-facing staff, supervisors and managers of organisations seeking to improve or enhance their customer satisfaction and loyalty.

What delegates will gain from the course

- A greater awareness of the customers and clients perspectives and needs
- A better understanding of themselves; both strengths and improvement areas
- An opportunity to gain more advanced customer care skills
- The opportunity to work on improvement areas
- An action plan for continuous improvement

Timetable

09:30 - 10:00 Coffee & Introduction

10:00 - 10:30 What makes for good customer care

10:30 - 11:00 Getting it Right - Building on your Good Practices

11:00 -11:15 Coffee Break

11:15 - 12:45 Developing your Customer Care skills

12:45 - 13:00 Discussion and Action Points from the morning

13:00 -14:00 Lunch

14:00 - 15:30 Handling Difficult Situations

15:30 - 16:30 Tracking and measuring satisfaction

16:30 Summary and Action Plans Agreed