



Course Outline

Enhanced Customer Service

Course Number: IFST201105

Course Length: 1 day

This Programme Is Suitable For:

Customer facing staff
Receptionists
Customer service staff
Technical support staff

Description

Providing excellent customer service is essential to growing your business. Your customer service team are often the first contact your customer will have with your business, therefore ensuring their experience is a good one is crucial. This course will ensure your team provide an excellent first impression and deal with any queries or concerns your customer may have in a professional manner.

Course Content

- Positive Mindset
- Social Styles
- Interpersonal Skills
 - Questioning Skills
 - Listening Skills
- Objection Handling (Dealing with complaints)
- Telephone techniques
- Writing effective emails
- Time Management

Delegate rate: £199 Exc. VAT (minimum of 4 delegates)