

Effective Customer Service

Duration: 1 day

During this programme delegates will develop the skills, and more importantly the right attitude, to enable them to deliver consistent customer service. They will develop innovative ways to supply the best customer service as demanded by today's competitive market.

This is a highly interactive programme, building on personal experience of customer service, and the day will take the learner through:

- Understand how to define customer service & recognise good & bad experiences of customer service & its impact.
- Recognise internal & external customers & how their needs can vary
- Take responsibility for customer service
- Solve problems
- Meet & exceed expectations
- Develop a customer focused culture & organisation.
- Project positive attitudes & identify behaviour & actions that create a customer-focused culture.
- Align the corporate vision with personal beliefs about Customer Service & the negative effects of the departmental mentality.

Pre requisites

There are no prerequisites for this course