

CUSTOMER SERVICE

Good customer service is not something that comes naturally to everyone and a lack of it is probably the main reason for customers to cease dealing with an organisation. But having good customer service can result in more reviews, returning customers and bigger, more frequent sales.

This course is essential for any person that has to interface with customers or clients and is so important for any organisation to thrive as it needs to ensure that the customer has the best possible experience with it. This course has therefore been designed to supply participants with the skills required to provide exceptional customer service and retain customers.

Employees are often faced with challenging situations that have to be dealt with on the spot and as well as developing skills to deal appropriately with a range of possible situations it also looks at how to handle enquiries effectively, while adding value to the customer's experience.

Participants will gain skills that will supply them with everything they need to provide the best experience for customers and will improve their levels of service, whether their interaction is over the telephone, via the computer or face-to-face.

Learning overview:

- What is good customer service?
- Communicating with the customer
- Handling customer complaints
- Room for improvement

Assessment:

This training programme concludes with a 20 question multiple choice test with printable certificate. In addition, brief in-course questionnaires guide the user through the sections of the training, and are designed to reinforce learning and ensure maximum user engagement throughout.

Cost: Registration fee £16 + VAT for full and associate CECA Midlands members.

Award: E learning certificate

CUSTOMER SERVICE

Booking Form – please complete and return to admin@cecamidlands.co.uk one per delegate.

Company name:		Company contact name:	
Company email:		Contact tel:	
Delegate name:		Job title:	
Delegate email:		Delegate tel:	
Accounts Name:		Accounts email:	