



Call 0800 112 3034 for bookings and information.

Delivering Better Customer Service

This course has been designed for those who wish to provide exceptional customer care by understanding more about who the expectations of their customers are. You will also learn how to handle difficult situations and provide exceptional customer care.

Course Content

1. Who are your customers?

- What do your customers want?
- How do they come to you?
- Improving their experience

2. Customer Expectations

- How good is good enough?
- Building a positive environment
- It's in the detail - things to think about

3. Dealing With Difficult Situations

- Active listening techniques
- Handling Complaints
- When you were the customer
- Dealing with customer emotions
- Keeping calm
- Calming the upset customer
- Phrases likely to upset
- Getting the problem solved

4. Moving Forward

- Auditing Your Customer's Experience
- Creating an Action Plan to deliver the best experience from you customers

Duration- 1 day: 10-4pm

Cost £230+VAT