

Customer Care – Now that’s what I call service!

An essential course for customer service providers, whose job it is to keep customers satisfied.

WHO SHOULD ATTEND?

This full and practical one-day programme will help you discover the secrets to success in customer care and is suitable for anyone who deals with customers – in person or on the telephone.

WHAT WILL YOU LEARN?

You’ll learn principles, strategies and ideas to help you create the right impression with your customers, provide great service; and make sure that they come back in the future.

COURSE CONTENT

- Discovering What Your Customers Really Want
- The Power of the Greeting – In Person or on the Telephone
- What are Your Standards of Customer Service Like?
- The Pay-Off for Developing a Great Attitude Towards Your Customers
- Learn How to Make Sure Your Customers Come Back Every Time
- Communicating Effectively with Customers – And Keep Everyone Happy!
- Using and Abusing the Telephone
- 5 Positive Words and Phrases to Create Goodwill and Avoid Customer Conflict
- Discovering What to do When You Get it Wrong
- The Secret to Success in Dealing with Difficult Customer Situations to Everyone’s Satisfaction

TRAINER

Our facilitator for this course is Steve Warren, who is committed to helping people learn, grow and develop. He has real passion for great service and has produced several titles on customer care.

Steve adopts an enthusiastic, but relaxed style in the training room; using stories, metaphors and real life examples to illustrate and bring the subject matter to life. He aims to make training both practical and relevant to everyone participating on his programmes.

COURSE INFORMATION

Venue: Chamber of Commerce, 53 Bugle Street, Southampton
Duration: 9.15am - 4.30pm

Lunch and course materials provided

RELATED COURSES

Terrific Telephone Techniques