

Duration 1 day

Course Description

In these days of competitive advantage, the ability to deal with customers has become a crucial skill, not least because customers are becoming increasingly aware of their rights and are more willing to fight for them.

The importance of good customer care to customers, staff and ultimately to the organisation cannot be over emphasised. This one day course gives you expert tips on how to deal effectively with customers, with the return on investment including results in greater job satisfaction, fewer complaints, a positive Company image and greater profits.

The Aim

To raise delegates' awareness on all the issues involved in delivering good customer care.

Objectives

By the end of the course delegates will be able to:

- Describe what good customer care involves and why it is so important to the customer, to staff and the organisation
- Be aware of the importance of both internal and external customers and their expectations
- Demonstrate a wide range of essential skills necessary to deliver good customer care
- Deal effectively with customer complaints and difficult situations

Subject Areas

- Definitions
- Meeting and exceeding expectations
- Questioning skills
- Listening
- Body language
- Telephone techniques