

## CUSTOMER SERVICE TRAINING FULL DAY

### COURSE OVERVIEW

Ideal for any customer-facing employee, Manager or team member, this course will increase your competence and confidence in delivering premium service to your customers both via telephone and email interactions, especially when dealing with challenging customers.

This course will focus specifically on the standards expected within your company.



### CONTENT

#### PART 1

- What is customer service
- Expectations of your Company
- Difference between good and poor customer service
- Managing Self
- Controlling the Call

#### PART 2

- What is a challenging call
- Solving customer problems
- Skills practice
- Escalating calls
- Telephone assertiveness
- Assertive tools

### COSTS

Per Group: £1000 + VAT

\*Maximum 10 delegates per group.

20% discount applied if Core HR subscriber.

Training can be delivered at your premises or off-site at our unique training suite.