

Courses and instructors to develop your potential.

Live online or face to face.

Customer Service Excellence

This facilitated workshop will allow you to analyse the customer service levels you currently provide.

Benchmark these against latest research in delivering customer service excellence.

It will offer practical advice on how to raise standards of customer service amongst your team, and provide support to individuals in customer-facing roles.

What will I learn?

LESSON 1

Personal objectives for the course.

LESSON 2

Customer service knowledge check.

LESSON 3

The customer – supplier chain.

LESSON 4

Defining customer care standards.

LESSON 5

Customer focus groups – briefing and completion.

Key features

- ✓ Face to face or Live Online
- ✓ Fully certified trainer
- ✓ Get key skills and practical knowledge
- ✓ This course is available for groups and 1-2-1 live online
- ✓ Course materials included
- ✓ Recognised course certificate

Interested?

- 📞 Call us: 01225 308979
- ✉ Email us: info@go.courses

LESSON 6

Problem, complaint or opportunity.

LESSON 7

Excellence in customer relations.

LESSON 8

Leading by example.

LESSON 9

The importance of employee engagement and its influence on customer service excellence.

LESSON 10

Customer service behaviour.

LESSON 11

Development of a customer service excellence strategy.

LESSON 12

Completion of a personal action plan.