

## Customer Service

### *Objectives*

Provide a **professional, courteous and efficient service to both internal and external customers.**

### *Audience*

This course is designed for **anyone working in a customer service department and /or a service industry company.**

### *Duration*

This is **one day Customer Service** course. The course starts at **09:30** and runs until **16:30**. **Alternate timings** can be arranged upon request. The course can be held on a **date that suits you.**

### *Location*

Our **Customer Service** course can be run at **our training venue near Liverpool Street (London)** or any preferred location in the **UK or Europe.**

# Customer Service Course Outline

## Introduction

Overview of the importance of providing a good customer service

## Customers Defined

External Customer

Internal Customer

## Types of /customer Contact

Telephone

Face to face

E-mail / Voice Mail/ Fax

On/Off site visits

Considerations

## First Impressions

Meeting customers at your premises

Meeting customers at their premises

Outgoing telephone calls

Incoming telephone calls

Other methods of contact

Incoming / outgoing

## Communication Skills

Effective communication

Example of good and bad communication

## Problem Solving

Owing the problem

Keeping on top of the situation

Keeping your customer informed

Handling difficult situation

## Role PLAY – The Difficult Customer

Dealing with a face to face situation

Handling a difficult call

Keeping control/ being assertive

The ideal outcome