



Duration: 75 minutes
Course Code: ONBS25

Course Description:

This course will start by making it very clear exactly what we mean by customer service, and why it's so vital and then go into detail about some of the ways you can improve the customer service provided by your organisation

Who Should Attend Customer Service Training?

- This course would be ideal for people who want to learn about the goals of great customer service, communication skills, understanding customer needs and much more.

Course Contents:

- About the Course
- What is Customer Service
- The Goals of Great Customer Service
- Discovering and Understanding Customer Needs
- Delivering Maximum Levels of Customer Service
- Communication Skills
- Non-Verbal Communication and Body Language
- Dealing with Customer Complaints

Related Courses:

- Equality, Diversity and Discrimination | Code: ONBS11



Give us a call if you wish to purchase this course: 0114 281 3350

