

A photograph showing a person's hands using a tablet computer at a counter. In the background, another person is visible, and there are some bottles on the counter.

Developing Customer Service Skills

Duration: 1 Day of Face to Face Training

Course overview

Providing excellent customer service, whether it be internal or external, is vital for continued success in any organisation. In order to successfully manage customer relationships it is required that staff are alert to changing needs, aware of difficulties as they arise and are able to see issues that need resolving.

This course is designed to develop a participant's skills and knowledge to provide an effective service to customers and clients, in a variety of work settings.

This course is ideal for

For anyone required to interact with internal and external customers, including:

- Trainees
- Technical staff
- New customer service recruits
- New team leaders who have a primarily technical background
- Outdoor workers

Topics included

These topic areas are supported by practical activities to reinforce the learning, throughout the day.

- Identifying customer needs
- Defining good customer service
- Active listening
- Open and closed questions
- Difficult customers
- Developing and monitoring customer service standards
- Gathering customer feedback
- Reviewing customer satisfaction

Flexible Delivery

Participants can attend our public courses or this course can be delivered at the clients' site. Price for group training is available upon application.