

# **TRAINING SOLUTIONS NORTH WEST**

## **SPECIALIST TRAINING PROVIDER**

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## **Customer Service**

### **COURSE OVERVIEW**

The purpose of this one day course is to raise awareness for staff dealing with internal and external customers. Awareness of the skills and processes that lead to exceptional standards of customer care will be covered throughout training. Customers expectations and delivery levels will be examined and related to current working practices.

### **COURSE CONTENT**

- ✓ What is good customer service
- ✓ Expectations of internal and external customers
- ✓ Identifying the customer
- ✓ Handling complaints
- ✓ Setting service standards
- ✓ Communication Skills
- ✓ Maintaining a positive attitude

## **CERTIFICATION**

Attendance Certificate

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