

Customer Care Awareness

Suitable For:

Any employee who may deal with clients on a daily basis either face to face, or by telephone

Aims & Objectives:

To be able to deal with customers effectively in order to make the most of every contact

Course Content:

- Identify the customer
- Understanding moods and attitudes
- Understanding how to exceed our customer's expectations
- Identify poor customer service
- Handling complaints successfully
- Telephone skills

Course Duration:	½ Day	Max No. of Delegates:	12
Exam:	No	Location:	Stowan Training Centre or your Site

Certification: Valid for 3 years