

# Customer Service

**Duration:** 1 Day

About the course

This course concentrates on the identification of customer service issues within the department. It also looks at methods of getting your customer care philosophy across to clients. How to capitalise on the improved quality of service and standards before, during and after contact with clients. Finally the course looks at how customer service can be used to initiate a programme of quality, standards and competence.

**Who should attend?**

For individuals new to dealing with customers or those who wish to brush up on their skills.

**Workshop content**

- what is customer service?
  
- who are the internal and external customers?
  
- what do they expect from you?
  
- the service chain
  
- introducing a customer service philosophy and values
  
- communicating the customer service philosophy — projecting a customer led image
  
- setting personal standards for customer service
  
- using customer service to beat your competitors
  
- teamwork in customer service
  
- interpersonal skills
  
- after sales service
  - handling complaints and problems
  - keeping the customer more than satisfied