

Mode of Attendance: Part Time | **Duration:** 1 Day Course

Customer service is vital to the success of any organisation. This short course will help develop the skills which will enable employees to gain a competitive advantage through the delivery of excellent customer service.

Course outline:

Listening Skills
Practical Model for Complaint Handling
Barriers to Effective Communication
Build Empathy and Rapport

Target audience: This course will benefit anyone interacting with customers either face-to-face or over the telephone.

Entry requirements: There are no entry requirements for this course.

FURTHER STUDY OPPORTUNITIES

Candidates may also be interested in pursuing the SVQ in Customer Care, Communication Skills.

BENEFITS TO THE ORGANISATION

Employees of an organisation will be able to confidently deliver excellent customer care. This will ensure a good impression of the company and increased likelihood of customer loyalty.

BENEFITS TO THE INDIVIDUAL

Candidates will be able to confidently deal with a range of customer service activities and a variety of different personalities and behaviours. These are transferable skills which could provide useful across a number of job roles and sectors.

PRICE

175.00

MORE INFORMATION

<http://www.forthvalley.ac.uk/courses/bibusiness/2604>