

Customer Care Workshop

Greater customer care.

26th February 2019
2:00-4:00pm

It's no exaggeration to say that, in today's customer-focused world, great customer service is essential to stay competitive.

There are key skills that lie at the core: from understanding customers and their needs, through communication to resolving (and avoiding) problems. Our courses teach them in a structured and time proven way.

What will you get out of it?

- What is Customer Service?
- Who Are Your Customers?
- Understanding Customer Needs and Expectations
- Communication
- Managing Conflict in Customer Situations
- Seven Steps to Customer Problem Solving
- The Recovery Process
- Your Personal Action Plan

Location

John Lewis, Highcross, Leicester.