

Caring For Your Customers

Course length: 1 hour*

Course Code: 103081BT002

This course will help you to deliver better customer service to ensure your customers remain loyal.

Benefits for the Learner

The way you approach your customers – whether face-to-face or on the telephone – can determine whether they stay loyal to your organisation or decide to take their custom elsewhere.

As the point of contact between customer and business, it is vital that you know how to ask the right questions and how to listen effectively. This course will give you a range of new skills to satisfy even the most difficult customer and keep them coming back for more!

Benefits for the Business

Without satisfied and loyal customers, no business can thrive. This course will help your staff to establish better relationships, where customers feel valued, understood and special.

Your customer service staff will be shown that providing a basic service is often not enough and will learn valuable new skills to exceed what the customer might normally expect.

What You Get From This Course

Having completed this course, you will be able to:

- Greet customers effectively, both face-to-face and on the telephone
- Use appropriate body language when dealing with customers
- Find out what a customer needs by asking the right questions
- Use “total listening” techniques
- Do the something extra to exceed customer expectations

How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 1 hour to complete.

*Courses are accessible for six months from the date of purchase.