

# Steps to Success – Professional Customer Service Skills

**Course length:** 7 hours\*

**Course Code:** 100733BT001

**This course will help Customer Service Advisors to develop and improve their techniques.**

## Benefits for the Learner

If you already work in a Customer Service role, or are thinking of working in the sector, this course will help you to develop the skills you need to deal with customers successfully.

You'll explore new ways to provide a high quality service that ensures customer confidence and satisfaction, and you'll learn more about your legal responsibilities to your customer.

## Benefits for the Business

In today's highly competitive business environment, it's crucial that you always remember your customers have a choice: if you don't provide them with the level of customer service they demand, they can take their business elsewhere.

This course will help you to ensure that the customer service your business provides meets – and exceeds! – expectations. It will help you to build that most valuable business asset – a loyal client base who buy more from you, more often.

## What You Get From This Course

Having completed this course, you will be able to:

- Understand customer rights and your responsibilities to them
- Identify different customer service standards and systems
- Know how to make a good first impression and how to build a lasting relationship
- Understand how to communicate with your customers
- Retain customers through efficient record keeping and follow-up service
- Deal with customers' problems

## What Does the Course Cover?

- It's all about customers
- Lasting impressions
- Understanding customers
- Helping customers
- Keeping customers
- Solving problems

## How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 7 hours to complete.

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