

Course Outline | Practical Skills in Customer Care

1 day(s)

Overview

This course is designed to provide an introduction to the “hands-on” skills and methods required of staff working in a customer-orientated environment. Each topic will be investigated, with practical examples and scenarios allowing the delegates to relate the recommended techniques to their working environment.

Course Outline

Representing the Company

- The First 30 Seconds
- Projecting the Right Image
- Identifying and Prioritising Objectives
- The 3 A's: Appearance, Attitude and Approach

Communication and Listening Techniques

- Tone
- Pace
- Prompt and Pause

Other Techniques

- Dealing with Mr Grumpy
- Handling Complaints
- Handling Difficult Situations
- The No-Blame Environment
- Owning the Situation
- Customer Care – Ten Golden Rules
- Professional Care Delivery