

CLEAR



QUALITY

CUSTOMER SERVICE

Course Overview

This 1-day course is designed to equip participants with the essential skills and knowledge to deliver excellent customer service. Whether you're new to a customer-facing role or looking to enhance your skills, this course covers the key principles needed to provide exceptional service, handle customer issues, and create a positive customer experience. This course is ideal for customer service representatives, front-line staff, managers, and anyone involved in direct interaction with customers, across any industry. It's suited to those seeking to improve their service delivery and communication skills.



Duration

1 Day



Accreditation

Clear Quality

What Will I Learn?

- ✓ Understand the key principles of excellent customer service.
- ✓ Gain practical communication and conflict resolution skills.
- ✓ Be able to handle complaints and difficult situations effectively.
- ✓ Develop strategies to improve customer satisfaction and loyalty.

What Skills Will I Gain?

- ✓ The fundamentals of customer service excellence.
- ✓ Effective communication and listening skills.
- ✓ Managing customer expectations and resolving complaints.
- ✓ Handling difficult customers and situations professionally.
- ✓ Building long-term customer relationships.
- ✓ Improving customer satisfaction and loyalty.

All of our short courses can be delivered in a classroom environment or via Microsoft teams. To discuss your training needs further please contact us here at: training@clearquality.co.uk