



## Customer Care

**The aim of this workshop is to help you to understand the professionalism of the customer services department and receptionist's role and how to communicate well with the people you meet. It will show how attitudes and behaviours are linked, and how good customer care and customer service are paramount.**

This training course is for customer services personnel, receptionists, telephonists, administrators and anyone who deals with the public, either face-to-face or on the phone. This course works with people from all sectors including the public sector, voluntary sector, corporate sector and private sector.

On this training course you will cover:

- The receptionist, customer services staff and any person who answers the telephone as the 'face of the organisation'
  - Communicator
  - Educator
  - Translator
  - Problem solver
  - Shock absorber
  - Psychologist
- Professional excellence
  - Knowing your organisation
  - Knowing your product
  - Knowing your people
- Treating customers with respect
  - Verbal and non-verbal communication
  - Managing expectations with courtesy
- Listening skills
- Customer care skills
- Dealing with difficult people and situations
- Telephone skills
- Developing a professional image
  - Speaking clearly and simply
  - Body language
  - Eye contact

The course is taught in a relaxed atmosphere and you will learn through a variety of exercises and discussion groups, using real-life examples with practical solutions.

### *Customer Care 1 Day*

*'The best trainer I have ever had, great knowledge!'*

*'Excellent trainer, really good, delighted!'*