

# business solutions @ northbrook

# CUSTOMER SERVICE

## Business Solutions @ Northbrook

17 Liverpool Gardens, Worthing  
West Sussex, BN11 1RY

T (01903) 606 114

E [business.solutions@nbcol.ac.uk](mailto:business.solutions@nbcol.ac.uk)

W [www.northbrook.ac.uk/BusinessSolutions](http://www.northbrook.ac.uk/BusinessSolutions)

In these challenging times, one thing that can give your organisation a major competitive advantage is the ability to deliver exceptional Customer Service. This short workshop will equip your staff with practical knowledge and experience to make a real difference to your business.

## Who is this course for?

The workshop will be of particular value to all retail and customer facing staff.

## Do I need any experience?

No. Our experienced trainers will ensure that all levels of experience are catered for.

## What if I can't fit it in?

The Business Solutions @ Northbrook team understand how hectic life can be sometimes; its for this reason that we're happy to customise this workshop for individual employers and ensure flexible delivery, either on your premises or at Northbrook College (A company costing will be provided once your training needs are finalised).

## What do I gain on completion?

Upon completion of this workshop you will receive a Northbrook College Certificate of Attendance, easy to follow handouts, and enough knowledge to proceed and progress onto other workshops and IT courses.

Oh, and don't worry - there are no examinations or assessments on this course!

## What will I learn on this course?

This Half day workshop will cover:

- > Defining what excellent Customer Service is
- > Why Customer Service is so important
- > Putting Customers first
- > First Impressions - face-to-face and over the telephone
- > Communications Skills
  - Verbal
  - Non-Verbal
  - Listening Skills
  - Email
- > Building rapport/empathy
- > Handling upset / angry customers
- > Dealing effectively with customer complaints



## What are the specific details?

### > Duration

Half day (09.30-12.30)

### > Dates Available

For the latest workshop dates please check out our website or call our Customer Services team who will be happy to help.

### > Venue

Business Development Centre, 17 Liverpool Gardens, Worthing, BN11 1RY

### > Cost

£50 per person, per workshop\*

\* Group rates may apply

For further information, enrolment, or to arrange a free visit from one of our Business Training Advisers to discuss eligibility and options open to you and your staff, please contact the Business Solutions @ Northbrook team via one of the methods at the top right of this page.