

## CUSTOMER SERVICE

Do your customers value excellent standards of customer service? By attending this workshop, you will acquire skills and knowledge to help you provide high quality customer service, which can have a significant impact on your organisation's reputation and success. **This workshop is perfect for customer facing or support staff, whether you are providing customer service face to face, by telephone or email with either internal or external customers.**

### Do I need any experience?

No. Our trainers have designed the workshop to give you all the information and training you need to develop your skills.

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

The Business Solutions @ Northbrook team understand how hectic life can be sometimes; it's 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 will I gain from this course?

Upon completion of this workshop you will receive a Northbrook College Certificate of Attendance and easy to follow handouts.

For further information on this and other workshops and qualifications and possible funding opportunities, please use the contact details below.

### What are the specific details?

<b>Price</b>	£85.00
<b>Duration</b>	3 hours

For the latest course information including dates, please visit our website and select 'Our Training' from the top right of the page:

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

### How do I enrol or get further information?

For further information, or enrolment, please contact the Business Solutions @ Northbrook team on:

☎ (01903) 606 114

✉ [business.solutions@nbcoll.ac.uk](mailto:business.solutions@nbcoll.ac.uk)

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

📍 Business Solutions @ Northbrook, 17 Liverpool Gardens, Worthing, West Sussex, BN11 1RY



### What will I learn on this course?

This workshop will cover:

- > Defining good Customer Service
- > Why Customer Service is so important
- > Putting Customers First
- > First Impressions – face-to-face and over the telephone
- > Communication Skills
  - Verbal
  - Non-verbal
  - Listening skills
  - Email
- > Building Rapport / Empathy
- > Handling upset / angry customers
- > Dealing effectively with customer complaints

Please note that the workshop will include group exercises and discussion, but will not include role play unless previously requested.