

# Customer Care



## Program Focus

During this programme delegates will develop the skills, and importantly the right attitude, that will deliver consistent customer service. They will develop innovative ways to supply the best customer service demanded in today's competitive market, leading to more effective working relationships, increased customer satisfaction and loyalty.

## Course highlights:

### Customer-Centric Focus:

- Establishing what your customers wants and needs
- Putting customer first
- Making the customer feel special

### Your personal impact:

- Creating the right impression
- Understanding how to use your body language, voice, tone and words to the best effect
- Establishing and maintaining rapport
- Exceeding customers expectations
- Saying 'No' constructively
- Showing real empathy
- Asking the right questions
- Exploring options and alternatives
- Achieving consistency and building customer loyalty



**Course Duration – 1 day**

**Cost of Course - £395.00 per delegate plus VAT**