

Customer Service



A one-day interactive workshop to help you provide excellent levels of customer service

"I feel as though I have gained more confidence within myself to deal with the public."

Introduction

This course is designed for those who are new to customer service or those who are looking to develop their existing skills.

Objectives

- Understand customer needs and expectations
- Develop a customer friendly approach both face-to-face and over the phone
- Consistently achieve customer satisfaction

Content

What is customer service?

Non face-to-face customer service

Communication

Avoiding negative phrases

Body language

Dealing with difficult customers

Providing excellent customer service over the phone

Answering calls

Making calls

Leaving a voicemail message

Gathering and recording information

Gary Bedingfield is a fully qualified further education trainer with 20 years industry experience and a passion for helping people reach their full potential. He started his own business, Gary Bedingfield Training, in 2009, and delivers trainer training, staff development, employability skills, IT and personal development to clients across the UK including NHS Scotland, CBRE, BP and many local councils.

Group Size: up to 12

Duration: 1 day (9:30am to 3:30pm)

Certification: GBT Customer Service Certificate of Attendance

For more information, email us at info@garybedingfield.co.uk

Gary Bedingfield Training

0845 003 9571

www.garybedingfield.co.uk

info@garybedingfield.co.uk