

## Customer Service Workshop – 1 Day

There's customer service and then there is excellent customer service! Companies that go that extra mile every time have a distinct competitive advantage.

### Workshop Aim:

This one day workshop aim is to arm you with excellent customer services skills and techniques required to be successful working in a competitive business environment.

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### What you will take away from the Workshop:

- Shape and deliver your customers' expectations.
- Identify the relationship between effective communication and customer loyalty.
- Handle customer complaints and objections successfully
- Maintain a positive, customer-focused attitude
- Deliver consistent service excellence at every customer

### Workshop Content:

- What is Customer Service
- Meeting and working with Customer Expectations
- Communicating positively
- Working with Complaints
- Quality
- Feedback
- Loyalty

### Pre-course Activity

To gain the maximum benefit from the course, you will be sent an activity to complete which asks you to consider your experiences of customer service. This will help you set the context of the course and will be used in the training as part of the course activities.



For information and support

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