Short Courses

Course Name

Customer Service Essentials

Course Description

Working with customers is about understanding their needs and finding solutions. The internet has changed our expectations of pace, access to information, transparency, and communication in customer service for all of us. Good customer service reduces the customer's effort and creates the desired customer experience.
This workshop helps you learn to understand your customers' needs, enabling you to provide solutions and solve the right issues quicker. But even if we do great work and deliver the requirements, customer service is largely about communicating in a way that makes the customer feel understood and that their needs are being met.
The 1-day workshop will give you a new awareness of the actions, behaviours and language that will help minimize miscommunication and misunderstandings and deliver truly exceptional service to your customers.

Audience

Anyone in a customer service role

Duration: 1 Day(s) **Class Size:** 16

Competence Name Awarded

Competence Awarded

Course Code

Prerequisite Name

Prerequisite Short Code

Skills Assessment Scheme Regime

Course Type

Face to Face