



Customer Care

Each Module of this course has been customised to meet the requirements of your organisation where staff have 'face-to-face' and over the telephone contact with your potential and existing customers.

There are 4 Half Day Modules making up the entire course, you simply select which Module(s) are best suited to fulfil your training needs.

Benefits to your organisation

Project the right impression of your organisation and enhances it's reputation. Improve customer satisfaction. Improve attitudes and develop staff techniques to handle rudeness and complaints positively. Customers who are handled well will bring more business.

Who should attend

Those staff who present the 'first impression' of your organisation and who deal with people on a 'face-to-face' basis and by telephone.

- No. of Delegates:** 12 delegates maximum per Module
- Course Location:** On-Site at your premises (equipment is provided)
- Module Duration:** 3.5 hrs

Module 1

Part A - THE BASICS (1 hr)

- First Impressions
- ABC of Customer Care
- Six Point Plan and Choices
- Blueprint for dealing with customers

Part B - TELEPHONE TECHNIQUES (2.5 hrs)

- Prepare to use the phone
- Powers of the telephone
- Perils of the telephone
- Incoming and Outgoing calls
- Video Excerpts

Module 2

PRACTICAL TELEPHONE TECHNIQUES (3.5 hrs)

- Two Way phone calls recorded (we provide the specialist equipment for this)
- Telephone call critique
- Telephone Role Play Exercises with Incoming & Outgoing Calls

Module 3 BEHAVIOUR (3.5 hrs)

- Video Excerpts
- Stress and its causes
- Assertiveness
- Behaviour Types

Module 4

Part A - EFFECTIVE COMMUNICATION (2 hrs)

- Listening Skills
- Body Language
- Use of Voice
- Talking Speed

Part B - HANDLING YOUR CUSTOMERS (1.5 hrs)

- Customer types
- Knowing your customers
- Face to face
- By telephone

Delegates Receive:

- Training Certificate for each Module attended
- Course notes
- Course Materials

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