

Customer Care Skills

Course Objectives

By the end of the course you will:

- have a clear focus upon what your customers want from your service;
- understand how to use interpersonal communication skills to get the best from each customer interaction including difficult situations;
- have refreshed your knowledge of good telephone techniques;
- understand how to use Plain English writing techniques to write clear letters and e-mails including dealing with complaints;
- feel confident to experiment with new skills and techniques;
- have an action plan to take forward.

Course Programme

0915	Assemble and welcome
0930	Course objectives and introductions
	What are your customers' expectations? The ingredients of good customer service
	Face to face communications: <ul style="list-style-type: none">• using effective interpersonal skills• handling difficult customer situations
	Lunch
	Telephone Techniques refresher
	Writing skills: <ul style="list-style-type: none">• Plain English• letter and e-mail writing techniques• dealing with complaints
1630	Review and action plans Evaluation and close