



Customer Service Excellence

Manufacturing, Retail & Hospitality



SUITABLE FOR:

WAITING STAFF
HEALTH CARE
SUPPORT STAFF
RECEPTION
RETAIL
CUSTOMER FACING
EMPLOYEES
SUPERVISORS
MANAGERS

CUSTOMER SERVICE EXCELLENCE

WHO IS THIS TRAINING FOR?

This qualification is aimed at learners who are starting or returning to work or who need specific training in customer service. It is also suitable for refresher training. Suitable for supervisors or managers with customer service responsibility.

DURATION

12 hours of guided learning.

TOPICS COVERED

These include the need for customer service, the cost of poor customer service, understanding our customers, customer expectations, going above and beyond and how to apply these principles, body language, listening and communication, dealing with complaints and evaluating customer service.

ASSESSMENT METHOD

This qualification is not assessed.

COST

£1800 – in house delivery (maximum 10 delegates).

To enquire or make a booking - get in touch, contactus@revolutionscot.org