



Introduction to Customer Service

Manufacturing, Retail & Hospitality



SUITABLE FOR:

WAITING STAFF
HEALTH CARE
SUPPORT STAFF
RECEPTION
RETAIL
CUSTOMER FACING
EMPLOYEES

INTRODUCTION TO CUSTOMER SERVICE

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..

DURATION

4 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.

ASSESSMENT METHOD

This qualification is not assessed.

COST

£600 - in house delivery (maximum 10 delegates).

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