



Customer Care

Skills for Business

Course Description

Duration and structure

This workshop runs over one day and is a very practical workshop which is tutor led. All the sessions involve delegate input to allow them to develop and demonstrate the skills of good customer care

After this workshop delegates will be able to:

- Understand what customers want
- Create a good first impression
- Communicate effectively with customers
- Set and then meet customers' expectations
- Handle difficult customers and situations

Who Should Attend?

Anyone who deals with customers on a daily basis.

What Do I Do Now?

To book a course or to get more details please complete the Enquiry Form, call us on 01733 567262 or e-mail us at admin@vitaltraining.co.uk