



## **Course Syllabus**

### **Customer Service Training**

This course is aimed at all people working currently as a Customer Service Advisor or Team Leader in a customer focused environment, as well as people who wish to embark on a career within Customer Services.

The aim of the course is to enable staff to identify and fulfil customer needs.

By the end of the session candidates will be able to:

- Recognise that customers can be internal or external to the organisation and identify their different needs
- Identify barriers to communication
- Deal with customer requests and complaints efficiently
- Be able to analysis customer feedback in order to respond in an appropriate manner
- Active in identifying potential problems before they effect the customer
- Identify the importance of "first contact" i.e. you are the representing the company (behaviour and appearance make a big impression)
- Identify the effect that body language has on the customer both face to face and on the telephone
- Engage in active listening techniques i.e. listen to the customer in order to identify the correct action to take

A certificate of attendance will be awarded to all candidates who successfully complete the course.

### **Next Step?**

Contact our Learning & Development team at Aspen Wolf Ltd on 0191 58 1000 to discuss your specific training needs