

# Customer Service - It's Critical!

## Overview

This programme is about the application of best practices, principles and concepts in providing outstanding Customer Service. Business success is dependant upon income and this can only come from customers. How valuable are your Customers ?

High-level aims are to :

- Understand the importance of Customers and their impact on the business.
- Consider the key skills in Customer Service.
- Discuss the effect Attitude has on Customer Service.
- Explain how customers are viewed by your organisation.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

## Content

The Importance of Customers  
Business Impact and lifetime value  
Standards  
What's happening now ?  
What is good service ?  
Being outstanding and making the customer feel special  
Attitude and positive words  
Practice Simulation  
Review and Commitments

**Duration** 1 Day

**Location** Various



[www.exploretraining.co.uk](http://www.exploretraining.co.uk)

Telephone: 01925 264461 Mobile: 07790 791480 [24 hours]  
email: [enquiries@exploretraining.co.uk](mailto:enquiries@exploretraining.co.uk)