



Course Title	Customer Service
Duration	1 day
Overview	Practical and sensitive skills to develop Customer Service and deliver Delight to all customers. Delegates will leave with an Action Plan to follow up in the workplace.
Key Course Topics	Top tips for Customer Service and secrets for success. E-Customer Service, the use of web sites, e-mail and FAQ's. Listening Skills and questioning skills related to problem solving for customers.
Cost	£150 + VAT per delegate
Venue	'Bryngarw House' Bridgend
Who Should Attend	Aimed at delegates who have a customer internal and/or external facing relationship who needs some practical tools and techniques to develop their customer service skills.
Follow Up	1-2-1 or group support available
Entry Requirements	None
Time Table	9.00 – 16.30 as per web site calendar.
Course Qualification	Course Certificate
Study Mode	Part Time, day release
Pre Course Questionnaire	None
Related Courses	Project Management, Problem Solving

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