

CPD

Prepare to Deliver Excellent Customer Service

Are you looking to improve your customer service skills by completing some advanced customer service training? This course provides you with key knowledge in relation to the principles of customer service and what it takes to deliver good customer service. You will look at how customer's needs and expectations are identified and the importance of customer service in an organisation. You will gain the crucial skills you need to be a successful customer service advisor, such as handling complaints from customers and the legislation that relates to customer service.

Section 1: The principles of customer service in an organisation

In this section, you will begin to identify products and services provided by the organisation in which they work – the policies and procedures for customer service and the potential consequences of offering poor customer service.

Section 2: How customer needs and expectations are identified

You will look at how to identify and meet customer expectations in this section, and will learn to attend to situations where certain expectations cannot be met, potentially leaving a customer upset or frustrated.

Section 3: How to balance customer expectations against the organisation's offer

In this section, you will work towards understanding the effect of resource and financial implications, and situations in which customer service is limited and will learn how to meet customer expectations outside of the organisation's offer.

Section 4: How complaints are handled

This section helps you understand what leads to customer complaints, the procedures to find a resolution for a customer complaint, the differing effects of complaints and why complaints are monitored.

Section 5: Legislation relating to customer service

You will look at the customer-related legislation that affects customer service, individual health and safety responsibilities and gaining approval to make changes to procedures and practices.