

## Customer Service Workshops:

3 half day Workshops are delivered preferably every 2 weeks for 4.5 hours, delegates will have self-reflections to complete in between sessions to show learning and understanding. We can of course base topics around any specific development areas identified during the TNA with the employer.

### Session 1:

- Describe the principles of customer service.
- Understand how customer needs and expectations are formed.
- Understand principles of responding to customer problems and complaints.

### Session 2:

- Identify the interpersonal and team working skills required in the customer service environment.
- Identify the legislation which supports the customer service process.

### Session 3:

- Know the practical skills required to deliver effective customer service.
- Know how to meet customer needs and expectation.
- Know how to communicate effectively with customers
- Know how to improve customer service and self

