

GOOD, BAD & UGLY CUSTOMER SERVICE



info@coetrainingconsultants.com

0800 689 4785

COURSE DURATION: Half Day

COURSE AIMS:

This course has been developed for frontline team members. The participants draw on their own experiences to enable them to gain an understanding of what the customer expectations are.

COURSE OBJECTIVES:

On completion of this course, participants will be able to:

- Draw on their own experiences identify key customer expectations
- Link customer expectations with the customer service values of your organisation
- Identify action they can take individually to ensure that the service they provide to customers is even better than it already is
- Identify possible action the organisation can take to ensure that customer service is even better than it already is

COURSE BENEFITS:

The techniques taught in this course will enable the participants to consider the service that they deliver currently, and find ways to develop and improve what they currently do.

www.coetrainingconsultants.com

© Copyright COE Training Consultants 2019.

All rights reserved

COURSE OUTLINE:

- Why bother with customer service?
- Good, Bad and Ugly Customer Service
- Sandwiches
- Living the values
- Mind the Gap

For more information, or to book one of our courses please contact us:

Email: info@coetrainingconsultants.com

Tel: 0800 689 4785



Accredited Training
Course Materials