

Customer Excellence

Introduction

This one-day course is for those on the front line dealing with customers face to face. Customers are annoyed with not getting the service they deserve. This course looks at the differing ways of providing customer excellence to everyone your staff come in to contact with.

Aims & Objectives

To enable delegates to raise their level of understanding and knowledge of customer care to assist them in providing customer excellence.

Who Will Benefit?

- Supervisors
- Waiting Staff
- General Assistants
- Food Services Assistants
- Anyone dealing with Customers

Course Duration

- 1 day

Outline Content

- What is Customer Care
- Examples of exceptional customer care
- Consequences of poor service
- Creating the right first impression
- Dealing with customer complaints
- Communication
- 100 things 1% better

For further information please visit www.impactld.co.uk.

Alternatively please contact Impact on **08451 580 073** or email info@impactld.co.uk