

# Customer Service - Front Line Skills

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What does Customer Service mean for your business? This programme addresses how to ensure your customers have a quality image of your business and how this image can be sustained and developed. By reviewing your current situation and practising key skills the course provides tools to win and stay close to customers.

By the end of the course delegates will be able to:

- design an action plan to improve customer service
- implement key skills with increased confidence
- review their own performance and continuously develop their skills

The course includes:

- customer service and business
- who are your customers — external and internal
- getting to know what they want and giving them more
- creating real vision and mission statements

- managing your customers' expectations
- gaining from crises and complaints
- involving everybody
- removing barriers to success and keeping the momentum going
- developing a customer service action plan

This course is suitable for all staff, whether front line or not, who seek to develop their standard of customer service.

Duration: 2 days



**The Island Partnership**

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