

Customer Care or Representing Your Company

50% of customers with a complaint don't complain – they just don't come back

Workshop overview

- What customer service really means and why it is so important
- What makes excellent customer service
- The penalties of poor service
- Presenting a professional image of your self and your business
- Identifying who your customers are
- Asking your customers the right questions
- Why customers leave
- Listening to what customers need or want
- Dealing effectively with complaints and unhappy customers
- Owning the problem
- Having a clearer understanding of good communication

Related workshops

People who have attended this workshop have also benefited from attending:

Communication Skills

Workshop details

£240 plus VAT

One day workshop, small group size of eight maximum. Individual and group exercises with feedback.

Who for?

This is a workshop that everyone in an organisation can benefit from even if they have attended customer service workshops in the past. You represent your company 24/7 and have the opportunity to win new customers or, more importantly, to lose them. When it comes to representing your company, it is not what you do that matters so much as how you do it.

Why do it?

“The single most important thing to remember about any enterprise is that results exist only on the outside. The result of a business is a satisfied customer. Inside an enterprise there are only costs.” Peter Drucker

What do I get?

Memory jogger mind map.

Identification of your preferred communication style.

Opportunity to review how you currently deal with customers and clients.

Ways to book

- 1 - Download, complete and send back the booking form
- 2 - Send an email to: info@forthorstedtrainingacademy.co.uk
- 3 - Simply ring 01634 823205

Full terms and conditions can be found at www.forthorstedtrainingacademy.co.uk

