

## Customer Care

### Course Outline

To create a good impression and excellent service requires first class customer care.

What are the customer's expectations of your company when it comes to handling their issues?

Your staff are the first point of contact made between the two companies, so first impressions are important.

This course looks at the principals of good customer care. How can your staff improve their skills and the customers expectations when it is required.

### Course Objectives

- Understanding customer care
- Communicating in a positive way
- Understanding customers expectations
- Listening and reacting to customers needs
- Asking the right questions
- First impressions - how important is this first step
- Keeping calm even under pressure
- Managing customer care
- Complaints and how to deal with difficult customers

### Course Designed for

All employees in contact either face to face or by telephone with customers who need assistance with their variety of day to day issues.