



Customer Service

Course fee – only £450 + VAT for up to 15 delegates

Quality customer service is an essential element of every successful business and all staff need encouragement to have a positive attitude towards customer service. If staff are shown what is expected of them, they can then understand more fully the standards of customer service required. Introductory course ideal for new staff and also as refresher training.

Opportunity to customise by building in your company customer service policy.

Uses trainer inputs and participative light hearted role play.

Course topics:

- What is Customer Service
- Why is it important in your business
- Appearance
- Personal Hygiene
- Professional Manner
- Communication
- Dealing with concerned customers
- Action planning

Available as a 4 hour course

Certificates and handouts are provided.

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