

Customer Service Course

This 1 day course provides the knowledge and skills you need to enhance your customer service skills at work

Introduction

Whether your business deals with internal or external customers, providing the best customer service is central to their satisfaction, your reputation and business success.

Who would benefit from this course?

This one day course is designed for people new to customer service or who have never had any formal training in this area.

This course is suitable for anyone in a customer service role who would benefit from learning or refreshing their knowledge and skills. It is a practical course designed to give you increased confidence back in the workplace.

Private & One to One courses

We offer private group courses and one-to-one courses throughout the UK from £690 and Online From £590. Please email or call us with your preferred venue, number of delegates and any requests.

Classroom & Virtual Classroom Courses

We offer this course as a classroom-based course and as a live, interactive online course.

Our classroom courses can be held at our training rooms in Manchester, at your premises or anywhere in the UK.

Both our classroom and online courses are 100% trainer led, practical, interactive courses. You will be able to ask questions and get the support of the trainer throughout the course.

Small Class Sizes

5 Star Rated Course

Practice Led Learning

3 Months Online Support

Lunch Provided

Detailed Course Materials

Our interactive practical courses and learner centred approach, combined with small class sizes, provides the very best learning environment

Google

5.0 ★★★★★

The course was very interactive and the material covered was interesting. The examples and ideas provided were helpful.

It was also useful to have a copy of course notes provided for further reference.

Liz Szymanski
Certara UK Limited



Customer Service

Course Outline

Who are our Customers?

- Understanding Customer Needs
- Setting & Managing Customer Expectations

Roles and Responsibilities

- Understand Customer Service roles
- Learn the responsibilities & expectations that come with the role
- Distinguish the skills needed to deliver great service

Impact of Customer Service

- Learn what does excellent service look like
- Compare how perception & reality might differ

- Recognise the barriers that can affect good service

Communication

- Communicate effectively in all situations
- Questioning & Listening Skills
- Positive language
- Verbal and non-verbal communication
- Rapport building
- Responding professionally to different customer behaviours and demands

Complaint Handling

- The use of effective questioning to ascertain the issues
- Owning the problem
- Timescales for resolving complaints

Being Effective

- Understanding what wastes your time
- Prioritising tasks and to-do lists

Explore areas for improvement

For more information and booking see [next page](#)

Google

5.0 ★★★★★

The trainer was very knowledgeable, friendly and made everyone feel relaxed.

We all took part in activities & discussions, exchanging ideas. The course was excellent

Barry Osborne
DH Budenberg



For private courses the course content can be adapted to suit your requirements. Please contact us to discuss your requirements.

Customer Service Course

Why Choose M Training's Customer Service Training Course

- Run by an experienced customer service trainer with over 10 years' training experience.
- 5 Star Rated in Google and Facebook and post course reviews.
- Tailored Content- Relevant to you
- Bespoke Content – Customise the content to suit your requirements
- Convenient locations in Manchester Leeds, and Birmingham.
- Detailed course notes provided
- Lunch & refreshments provided
- Certificate of achievement

Private and One-to-One Courses

One-to-one and private group courses are available from £690 for a one day classroom course and from £590 for a private online course .

These courses are ideal if you cannot make one of the set course dates or if you want a more advanced course or different course outline/focus.

One-to-one and private group courses can be run anywhere in the UK, at our Manchester office or via Virtual Classroom online.

How to book

To book the 1 Day Customer Service course, simply send us an email or give us a call.

Email: info@mtraining.co.uk

Call: 0161 226 6032

Or visit: www.mtraining.co.uk

I would highly recommend M Training courses due to the high value content and for the fact they were tailored for us.

The trainer was very knowledgeable and friendly! I would definitely use M Training for any future courses

Jodie Pennington
Ascot Mortgages Ltd

