



Customer Service

Essential HR and Employment Law Training



Introduction

What does 'good' look like in your organisations? What are your standards of appearance and language? How do you expect your staff to deal with complaints and feedback? This module gives you the opportunity to set clear expectations on organisational standards, while we teach your staff how to hold those difficult conversations and turn a frown into a smile.



Course Duration

SSG offer this module as part of a full or half day course.



Who Should Attend

This course is suitable for team leaders, supervisors, employees and employee representatives.



Course Programme

- What makes good customer service
- Communication
- Dealing with complaints
- Keeping safe

On completion of the course delegates will be able to:

- Take stock of the level of customer service their organisation provides
- Consider different types of customer feedback and how to utilise it
- Decide a benchmark of what is acceptable
- Utilise new ways of dealing with difficult customers
- Confidently develop new ways of working in their organisations



Certification and Assessment

Attendance certificates will be issued after course completion and are valid for 3 years. It is recommended that certification is renewed every three years to ensure that those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please speak to your HR Consultant to discuss your option for private courses.