



Customer Service Skills

Our Customer Service Skills will help you gain a greater understanding on how to anticipate reactions and expectations from customers and acknowledge that some customers can be tricky and in these situations you will learn the best techniques in order to stay professional and calm.



Our Customer Service Skills course is suitable for anyone working in any type of customer service environment.

Throughout this Customer Service Skills course, you will learn that the customer experience is seen as one of the most important things for any business, small or large.

You will also gain a greater knowledge around providing quality customer service and how you can adapt to changes and alter your approach to suit everyone.

Being able to anticipate the reactions or expectations of customers is essential in doing your job and you need to be able to work with customers and listen to their queries in order to provide a good level of service.

COURSE CONTENTS

The course covers the following five elements:

- Unit 1 – Principles of customer service
- Unit 2 – Presentation and meeting the needs of customers
- Unit 3 – Customer journey and solving issues
- Unit 4 – Complaint handling
- Unit 5 – Feedback and improvement

SHAPING THE WAY BUSINESSES OPERATE



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WHAT RESULTS CAN I EXPECT?

- At the end of this course you will learn the importance of customer feedback and the ability it has for you to reflect on the information that is given and learn from it.



WHAT DOES THE BUSINESS GET?

There are a number of benefits to the business in providing customer service training to staff. There are not limited to:

- increase in productivity.
- Improvement in the quality of work.
- reduce faults, waste or customer complaints with streamlined processes and more competent staff.
- positively affect staff morale and motivation.
- reduce staff turnover and absenteeism.

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