

learning
equals
development

EQV Course Outline



- Customer Service – Performance Booster
- 2 Hours

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Customer Service – Performance Booster (2 Hours)

Business Benefit

- Lost clients, lack of referrals, poor repeat business, complaints and bad publicity – the costly results of poor customer service be wide spread. Every day, as customers, we seem to encounter rudeness, indifference, ignorance and a level of service that we can only describe as poor. This session points delegates towards the skills needed to get people talking about your organisation for all of the **right** reasons!

Who Should Attend?

- This session is ideal for customer facing staff and their managers.

Learning Objectives

By the end of this course you will be able to...

- Understand the importance of delivering excellent customer service
- Identify what customers are looking for and what drives them away
- Describe the key skills of dealing with customers on the phone and face to face

Course Content

- Are You Being Served? Delegate's experiences as a customer.
- Defining good and bad service.
- Key telephone skills.
- Dealing with customers face to face.

You may also be interested in
Effective Communication
Negotiation and Persuasion

Dates: **Dates to suit you...**
Please contact EQV

Price: **£POA**
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training coordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

