

learning  
equals  
development

## EQV Course Outline



■ Customer Service

■ 1 Day

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# Customer Service (1 Day)

## Business Benefit

Lost clients, lack of referrals, poor repeat business, complaints, and bad publicity...the costly results of poor customer service seem to go on and on. Every day, as consumers we seem to encounter rudeness, indifference, ignorance and a level of service that we can only describe as "poor". This course aims to create the kind of Customer Service people talk about...for all the right reasons!

## Who Should Attend?

This course is essential for anyone who manages customer service and individuals with customer facing role, whether on the telephone or in person

## 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
- Demonstrate the key skills of dealing with customers on the phone and face to face
- Manage complaints and calm down the angry customer
- Create an action plan for delivering excellent customer service

## Course Content

- Delegates experiences as a customer
- Defining good and bad service
- The cost of poor service
- The benefits of good service
- Key telephone skills
- Dealing face to face
- Managing complaints
- Dealing with difficult customers
- Creating an action plan for delivering excellent customer service

## You may also be interested in

Adopting Good Telephone Skills, Upselling

## Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

2011  
Jul 26  
Aug 25  
Sep 22  
Oct 27  
Nov 22  
Dec 22

2012  
Jan 27  
Feb 27  
Mar 27  
Apr 30  
May 29  
Jun 15  
Jul 02  
Aug 02  
Sep 19  
Oct 16  
Nov 08  
Dec 09

## 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 co-ordinator 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.

## What Delegates Say about this course

*"Very impressed"*

*"Good. It's much needed in our Organisation."*

*"I thought the course was excellent, I learnt a lot about the best way to deal with our customers"*

