



# Customer Service

HR, Leadership and Team Management Skills



## Introduction

What does 'good' look like in your organisation? What are your standards of appearance and language? How do you expect your staff to deal with complaints and feedback? This module gives delegates the opportunity to set clear expectations on organisational standards, while teaching your staff how to hold those difficult conversations and create positive outcomes.



## Course Duration

SSG offer this module as part of a full or half day course which can be delivered as a classroom or virtual course.



## Course Attendees

This course is suitable for team leaders, 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



## Training Certification and Assessment

Following successful completion of training, SSG course attendance certificates will be issued which are valid for three years. It is recommended that certification is renewed every three years to ensure 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 contact our Customer Service team for more information.