Foundations of Customer Service

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

As a customer service representative, you are expected to handle customer interactions in the best way possible. The expectations of both your company and your customers hinge on your ability to provide the right service in the right way. In this course, you will explore the background and techniques of customer interactions. Providing quality customer care ensures that every single contact with your company is a positive experience. Customers can range from external consumers to internal employees in other departments. Knowing how to provide the same level of service to all customers will enrich your time spent at work by establishing positive business relationships. Recognizing crucial points throughout customer interactions increases your ability to solve problems and offer affirmative solutions. Applying this knowledge to trends in service and consumer desires allows you to contribute to the company’s bottom line and make a customer’s life a little easier.

About This Course

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Who Should Attend

This course is intended for customer service professionals with any level of experience who want to expand their knowledge, improve their skill set, and increase the understanding of customer benefits.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Describe the benefits of customer service, identify internal customers, identify the benefits to you of giving good customer service, and identify how you can help your company to excel. Understand the major trends in customer service today and the combination of criteria required for customer satisfaction. Learn the benefits of bringing respect, emotional support, and a personal touch to customer interactions, and apply the personal touch to customer interactions. Define the six categories of face-to-face communication, the critical success factors in face-to-face communication, and the benefits of actively listening to your customers. Apply remote customer service best practices and identify remote customer service communication channels Identify guidelines for handling unreasonable customers, explore ways to handle angry customers, and identify guidelines for handling unhelpful colleagues.

Detailed Course Outline

1. Understanding Customer Service

- Describe Customer Service Benefits
- Recognize the Importance of Internal Customer Service
- Identify How Customer Service Benefits You
- Excel with Customer Service

2. Identifying How Customers Define the Success of Your Company

- Recognize Trends in Customer Service
- Identify Criteria for Customer Satisfaction

3. Increasing Customer Satisfaction

- Identify Characteristics of the Personal Touch
- Create Lasting Positive Impressions on Your Customers

4. Providing Face-to-Face Customer Service

- Identify Categories of Face-to-Face Contact
- Understand the Critical Success Factors in Face-to-Face Customer Service
- Identify the Characteristics of Active Listening

5. Providing Remote Customer Service

- Identify Remote Customer Service Communication Channels
- Apply Remote Customer Service Best Practices

6. Engaging Difficult Customers

- Serve Difficult Customers
- Manage Angry Customers
- Deal with Difficult or Unhelpful Colleagues

7. Increasing Customer Loyalty

- Optimize Moments of Truth
- Recognize the Value of Customer Complaints
- Identify the Stages of the Service Recovery Process

Frequently Asked Questions

Q: What delivery options are available for Foundations of Customer Service?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 1-day Foundations of Customer Service course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Foundations of Customer Service training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Foundations of Customer Service?

Yes, we provide corporate training, dedicated training, and closed classes for Foundations of Customer Service. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for Foundations of Customer Service?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Foundations of Customer Service training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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