

COURSE OVERVIEW

Essentials of Customer Service

TIPTM-108



01892 535 550

www.timelyintervention.co.uk
til@timelyintervention.co.uk

Customer service is the support and assistance provided to customers before, during, and after a purchase. It plays a vital role in shaping the customer experience, building trust, and fostering loyalty. Good customer service helps resolve issues quickly, creates positive impressions, and encourages repeat business.

In today's competitive market, it's not just about solving problems; it's about creating meaningful interactions that strengthen relationships and drive long-term success.

Learners will explore different customer types and discover practical techniques for delivering exceptional service. The course also equips them with the skills and confidence to handle complaints and challenging situations professionally and effectively.

Module 1: Overview of Customer Service

Customers are at the heart of customer service, and delivering a positive experience at every touchpoint builds trust, loyalty, and long-term success.

- The benefits of good customer service
- Tips for dealing with customers
- Internal customers
- How customer expectations are formed

Module 2: Creating Fantastic Customer Service

Excellent customer service is crucial because it builds trust, encourages loyalty, and turns one-time buyers into long-term advocates who help grow your business through positive word-of-mouth.

- How to create fantastic customer service
- Measuring customer perception
- Customer service skills
- How to deal with complaints
- Dealing with demanding customers

Suitable for:

All employees with an external or internal customer-facing role.

Skills achieved:

- Directing others (Basic)

Benefits:

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

Estimated Time:

40 Minutes

Related Courses:

- Developing Self-Awareness
- Effective interpersonal skills
- Effective Listening
- Stress awareness