

Managing Customer Service

One day customer service training

Bournemouth
Thursday 1 March 2012

10.30am - 5.30pm
buffet lunch inc.

£35 per person

This one-day course is designed to help managers and business proprietors implement an effective customer service strategy for their business.

Course aims

From this day participants will begin to create individual action plans designed to build reputation and repeat custom

Course content

- Developing a customer service strategy
- Developing systems to improve customer service
- Building better relationships with customers
- Increasing sales and profitability
- Leading a customer orientated team
- Benchmarking and monitoring

Target Audience

Ideal for those in a position to influence the customer experience including owners, managers, supervisors and department heads.

Course Style

Interesting and productive, includes discussion sessions and group exercises. For best results come with an open mind and be prepared to share ideas and experiences.

I've just done this course....

It was really good as a way of seeing my business through fresh eyeswish I'd known all this way back.

Roy Christopher, Journeys Taxis



Bookings and details:

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We are committed to making training safe and accessible to a diverse audience