

# Customer Service Skills

## Aims and Objectives:

Whether it be internal or external contacts, good Customer Service is vital for continued business success. Customer services needs to permeate every aspect of your company: how your people deal with external and internal customers; how colleagues treat each other and the business; how everyone from the least senior employee to the most - interacts with your clients.

This workshop focuses on improving confidence and competence when dealing with customers inside and outside of the organisation, resulting in real value for your team and customers.

## Learning Outcomes:

- Defining Good Customer Service
- What Customer Service Skills do you Already Have?
- Dealing with Difficult, Rude or Indifferent Customers
- Achieving Real Excellence in Customer Service
- Advanced Listening and Responding Skills
- How to make the Customers Point of View Work for you
- Developing New Customer Relationships
- Caring for Yourself as well as your Customers
- Handling Complaints with Empathy and Efficiency
- Gaining Confidence in your Customer Service Role

## Target Group:

Those at the front line of customer service, whether face to face, phone or internet

## Duration:

One day

## Key Contact:

For further information or to arrange an appointment, contact

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## How to Book:

Contact Tracey Reid, Commercial Development Officer,  
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