

Course Outline

Customer Delight - The Bridge to Our Customers

Programme Objectives:

By the end of this session delegates will be able to...

- *Define* customer service & what it should be like to give you a competitive edge
- *Explore* the link between service and sales
- *Examine* how you rate in the CRASH test
- *Understand* what is meant by the moments of truth and *determine* your moments of truth
- *Discuss* your own customer service experience, both good & bad!
- *Provide* an effective technique for handling 'sticky situations' using the "L-E-A-R-N Approach"
- *Assess* different customer satisfaction measurement techniques
- *Summarize* points for improving customer service delivery in your workplace

Target Trainee Profile

Suitable for all front facing staff in the service industry

Training Approach

Tutor input

Group discussions & exercises

Brainstorming

Training date, location and cost

This training is delivered on **Tuesday 3rd April (9.30 to 13.00)** in **Carrick on Shannon** at a subsidised rate of **€20 per person** (discounts may be available for bookings of two or more from the same organisation)

For further enquires please call 071-9622504 or email us on info@roleskillnet.com

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