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E-LEARNING
Learn Online

Online Course
Customer Care



Customer Care

Virtually everyone has had at least one experience of poor Customer Care, be it from rude or unhelpful staff, undelivered promises, or something as simple as absence of an apology when experiencing a delay.

Obviously there are examples of outstanding Customer Care but unfortunately these can seem to be the exception rather than the rule. What often frustrates customers is the fact that many of these grievances could be so easily avoided with thought, planning and training. This module is designed to show learners how they and their colleagues can make customers feel that their business is genuinely interested in them.

On completion of this module learners will be able to:

- Recognise why they need a Customer Care Programme.
- Have a plan of campaign to install a Customer Care Programme in their company.
- Understand Customer Care skills & how to use them.
- Develop a complaints handling procedure that strengthens the bond between their company & their customers.

Accreditation

The content of this course has been independently certified as conforming to universally accepted Continuous Professional Development (CPD) guidelines.

Duration

Approximately 3 hours. The length of time taken depends entirely on how quickly you can study and absorb the material. You can proceed as quickly or slowly as you like, and there is no limit on how long you can take to do the course.

Target Audience

This module is addressed to owners/managers of both small and large companies. However it also applies to employees as they make direct contact with both customers and prospective customers every day.

Entry Requirements

There are no specific entry requirements for this course.

Cost



Discounts are available for multiple users (10 or more) for more information please contact info@pathwaygroup.co.uk or telephone us on: 0121 707 0550
Please Note that this is an online course



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