



Pathway Group
putting **you** first



E-LEARNING
Learn Online

Online Course

Customer Excellence for Frontline Staff



Customer Excellence for Frontline Staff

This course has been produced in partnership with Liquid Voice and is designed for those involved in improving customer service and implementing best practice across the business. The course will guide you through the various skills and techniques required to open a call professionally, manage the effective communication of a call and how to successfully handle objective callers. To assist with your learning there will be scenario based question and answer sessions, designed to put the knowledge gained into practice.

On completion of this course, you will have an understanding of the following topics in the context of the principles of customer excellence:

- The skills and techniques required to open a call.
- The right way to record & respond to customer enquiries.
- Difficult situations & how to handle customer objections.

Accreditation

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

Duration

Approximately 1 hour. 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 targeted primarily at individuals working within the Social Housing sector.

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

