



Corinium
Training

Achieving Customer Service Excellence

Duration: 1 day

Whose is this for?

This course is aimed at anyone providing a service to internal or external customers who wishes to find out what their customers really want and deliver it.

Content:

- identify who your customers are
- decide how to effectively capture the voice of the customer
- clarify customer requirements and manage expectations
- find a way to capture feedback e.g: Net Promoter Score
- use goal setting and performance management to keep improving

Delivery:

We can deliver this course either on a 1:1 or Group basis with a choice of virtual or face to face delivery (we can even tailor the content to suit your culture, values, branding etc)