

COMPLAINT HANDLING

<i>Course Code(s)</i>	<i>Course Date(s)</i>
CH	4 th June (pm) 2012

<i>Main Aim and Key Benefits:</i>	Another key area of customer service which when handled correctly can result in reduced costs and satisfied customers
<i>Course Content</i>	<ul style="list-style-type: none"> • Definition of complaints • Costs of complaints • Types of complaints • Don'ts when dealing with complaints • 5 step formula • Passing on complaints • Personal action plan
<i>Training Methods:</i>	<ul style="list-style-type: none"> • Presentations • Syndicate exercises • Group discussions • Role plays
<i>Who will benefit from attending:</i>	All customer focus staff.
<i>Duration:</i>	½ day
<i>Certification:</i>	By OBT and Progressive Training
<i>Fee (excl VAT):</i>	£110.00 (Discount available if Upselling also booked)
<i>Training Provider:</i>	Progressive Training
<i>Links with key Hospitality Assured standards</i>	