

**EXCEEDING INTERNAL/EXTERNAL
CUSTOMER EXPECTATIONS**

<i>Course Code(s)</i>	<i>Course Date(s)</i>
ECE	30 th April 2013

<i>Main Aim and Key Benefits:</i>	There is much written about customer service and there is no doubt that the key to an organisation's success is quality service. This course will look at all aspects of customer service from the standards they deliver to customers to the collating and analysing of customer feedback. Essential for all customer focused staff.
<i>Course Content</i>	<ul style="list-style-type: none"> • What is Customer Service? • Who are your customers? • Delivering Consistent standards of service • Exceeding customer expectations • Feedback from customers • Data Protection Act
<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>	1 day
<i>Certification:</i>	By OBT and Progressive Training
<i>Fee (excl VAT):</i>	£167.50
<i>Training Provider:</i>	Progressive Training
<i>Links with key Hospitality Assured standards</i>	