



OBT

OBT Course Outline

18. PROVIDING EXCEPTIONAL CUSTOMER SERVICE

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| Main Aims and Key Benefits: | <p>A short, succinct and essential module designed to promote the ethos amongst service and support staff of the importance of consistently delivering exceptional customer service to all of their 'customers'</p> <p><i>NB: This module is designed for in-house delivery as it provides the opportunity to incorporate the college's in-house service standards and procedures into the programme</i></p> |
| Course Content: | <ul style="list-style-type: none">▪ Consideration as to why delivering exceptional customer service is so important▪ The difference between 'Internal' and 'External' customers and their varying needs and expectations▪ The part that verbal and non-verbal behaviours play▪ A recommended approach to service recovery▪ Demonstrating exceptional customer service when on the telephone▪ Personal Action Plans |
| Training Methods: | <ul style="list-style-type: none">▪ Presentations▪ Group discussions▪ Exercises |
| Who will benefit: | All team members required to provide a service to internal and external customers |
| Duration: | 1 day (10:00am to 4:00pm) |
| Certification: | OBT and Progressive Training |
| Training Provider: | Progressive Training |