

CUSTOMER SERVICE DEVELOPMENT PROGRAMME...

Our virtual learning programme focuses on all things 'customer service', from how individual behaviour can impact relationships, through to techniques for handling customer behaviour and expectations.

(Each module is 90 mins)

- ▶ Module 1 - Behaviour breeds Behaviour
- ▶ Module 2 - Effective Call Handling Techniques
- ▶ Module 3 - Managing Customer Expectations
- ▶ Module 4 - Recognising & Dealing with Customer Behaviours

Interested? Get in touch with Mike now, to see how we can design an in-house, virtual programme that suits you...

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