

# Delivering good customer service



Dealing with customers, clients or service users can be extremely demanding and stressful, especially in high pressure sectors, such as health, social care, education, finance, IT support and public services where customers' expectations and emotions can run very high indeed.

The skills and experience that customer service staff need to develop are extremely transferable and of huge value in life. In fact staff in these customer facing roles are often doing a demanding and sophisticated job which incorporate the essential elements of a range of other professions, such as counselling, coaching, teaching, training, consulting and project management.

This training will explore:

- What makes good customer service?
- What are the challenges in providing good customer care?
- What are the key skills and behaviours which demonstrate customer service?
- Managing customers with additional needs
- Developing strategies to attract, and retain customers
- Dealing with difficult situations
- “Upselling not upsetting”

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