



Service Excellence

A short, online course covering all the key elements of customer service

self-paced
online
learning



ONLINE CUSTOMER SERVICE ACADEMY

Gain an accredited Service Excellence certificate



What you will gain from this course

Whether you are new to customer service, or you want to accredit your experience, this **Service Excellence** course provides a fast, fun and informative way to learn. The 8 modules cover the key aspects of delivering outstanding customer service. Each module includes:

- Introduction, stating learning outcomes
- Resources that explain the essential concepts
- Customer service guides, in pdf format, to keep, including work based activities
- Scenario, showing how to use your learning to improve customer service
- A quiz or game, making it fun to learn

Who should take this course?

All those who interact with customers – and, importantly, this includes people who mainly have internal customers – will benefit. You don't need previous experience.

Key features:

- Ideal for new or experienced employees
- Valuable, accredited customer service qualification
- Delivered wholly online
- Develop best practice in customer service
- Practical, work-based activities to make the learning totally relevant to your customer service role

Benefits for individuals:

- Any time, any place learning
- Build confidence with customers
- Based on customer service competencies

Course modules:

1. Customer service and its importance
2. Building customer insight
3. The customer promise
4. The customer's journey
5. People and resources for customer service
6. A customer focused culture
7. Resolving problems
8. Putting it all together

Delivery format:

6 to 8 hours of learning, all online, all at your own pace.

How to enrol:

Email:

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