

# Customer Service Training - E-Learning

## Course Aim

The online Customer Service Training aims to help delegates provide high-quality customer service by providing them best-practice techniques when it comes to interacting with customers.

### Available in over 35 languages

Our courses are machine translated\* into a variety of popular International languages, so regardless of location or language preference, we've got you covered. Our machine translated content includes the translation of course transcripts and test questions.

*\*Content which is not English may be machine translated and is for assistive purposes only. We cannot guarantee the accuracy of translations.*

## Agenda

The course modules cover:

- What is good customer service?
- Communicating with your customer
- Handling Customer Complaints
- Room for improvement

## Certification

Delegates will receive a HSS printable certificate in Customer Service Training upon completion of the course.

This course is approved and accredited by CPD.

## Who Should Attend?

This course is designed for the use of delegates working towards improving their customer service skills within the workplace.

## Course Duration

This is a 35 minute course.