

# Customer Service



## Introduction

This course is designed for those who are new to customer service or those who are looking to develop their existing skills.

## Objectives

- Understand customer needs and expectations
- Develop a customer friendly approach both face-to-face and over the phone
- Consistently achieve customer satisfaction

## Content

What is customer service?  
Non face-to-face customer service  
Communication  
Avoiding negative phrases  
Body language  
Dealing with difficult customers  
Providing excellent customer service over the phone  
Answering calls  
Making calls  
Leaving a voicemail message  
Gathering and recording information

**Group Size:** up to 12

**Duration:** 1 day (9:30am to 3:30pm)

**Certification:** GBT Customer Service Certificate of Attendance

For more information, email us at [info@garybedingfield.co.uk](mailto:info@garybedingfield.co.uk)

Gary Bedingfield is a fully qualified further education trainer with over 17 years industry experience and a passion for helping people reach their full potential. He started his own business, Gary Bedingfield Training, in 2009, and delivers trainer training, staff development, employability skills, IT and personal development to clients across the UK including NHS Scotland, CBRE, BP and many local councils. He is the author of the amazon.com best-selling "Training for Trainers Manual".

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