

CUSTOMER SERVICE WORKSHOP



15 April 2010 - Cardiff

We are all aware that a key part in the success of any business is providing good quality customer service. The Customer Service Workshop is a training course run by the BMF designed to help members develop the skills they need in this essential area.

By focusing on attitudes and behaviours, the trainer encourages people to take ownership and responsibility for their roles, enabling them to deliver consistently high levels of performance.

Objectives:

- To understand the benefits of delivering excellent service
- To appreciate the impact delegates can have on customers
- To develop listening skills
- To appreciate the importance of customer comments and how to deal with them
- To appreciate the importance of attitude vs skills

Style:

A fun, interactive day, where delegates get the opportunity to learn new approaches to delivering excellent service. Delegates learn new approaches to good quality customer service, in a relaxed environment designed to encourage effective learning from the word GO!

Content:

During the day, delegates will share experiences and explore best practice. They will then gain an insight into some of the key skills, attitudes and behaviours they can implement immediately, to improve the level of service THEY deliver. Having gained knowledge, insights and experiences from a number of sectors, there will be an opportunity to take the learning and apply it to their individual roles, including making a commitment to make a real difference when they get back into the "real world".

Fees:

BMF Members: £145 +VAT (£170.38)
Non-members: £220 +VAT (£258.50)

Contact Liv Whetmore on 01784 223631 or email the booking form to lwhetmore@britishmarine.co.uk to reserve your place