

Customers are fragile.



HANDLE WITH CARE

Handling Complaints and Responding to Enquiries Workshop.

Customer Service Training to enable the confident resolution of after sales issues.

What will be covered in the workshop?

- Identify customer expectations of the after sales service and manage those expectations to enable a positive outcome.
- Identify the after sales commercial portrait of your business and convey this within your actions and behaviour.
- Develop ways to say no, when you can't say yes.
- Have the confidence to be assertive and control the conversation.
- Develop strategies for distancing yourself from difficult customers and personal remarks.
- Evaluate and apply best practice methods to handle a range of potentially difficult situations.
- Identify the importance of doing what you say you will do, including returning calls and following up.
- Identify the key points of active listening.
- Confidently undertake all activities within your role.

How much does it cost?

£600 plus VAT, per business, for up to five participants. Any additional learners, will be charged at £50 plus VAT per head. The cost includes refreshments throughout the day, lunch and all learning materials.

How is the programme delivered?

A one day workshop, held at our Gilberdyke Training Centre. Designed for busy people, our hands on workshop will motivate you and provide you with more confidence, increasing your capability within your after sales role.

To book, please visit our website, or alternatively contact us via phone, or email.

Talk to us about your business and cultivate your financial potential.



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