



CUSTOMER SERVICE

“An Introduction”

Date: _____

Time: _____

Agenda

9.00 am	Welcome and Introductions
9.05 am	Round Robin introductions Why have you come along today?
9.15 am	The session plan What we are going to do today
9.17 am	Who are your customers?
9.25 am	What do customers want? Activity – good and bad service
9.40 am	Attitudes, skills, greeting customers
9.45 am	Communication skills + how well do you use your voice and body language
10.15 am	Different methods of communicating
	BREAK (15 mins)
10.40 am	Presenting a positive organisational image
11.05 am	Contributing to the development and maintenance of service standards
11.10 am	Customers with special needs
11.15 am	Planning good customer service
11.20 am	Dealing with difficult behaviour Role play
11.45 am	Debrief of role play
11.50 am	Review of the session, evaluation Take it away learning
12.00 noon	Close