



Customer Focus

Course Description

This course describes the importance of maintaining customer focus. You will experience good and bad examples of customer service and learn how to provide good customer service.

Accreditation and Approval

- Solicitors Regulation Authority (SRA)

Course Duration

This course is divided into the following modules and will take approximately 1 hour 50 minutes to complete:

- What is Customer Focus?
- Effective Communication
- Responding to Individual Needs
- Skills Evaluation

Overview of Content

- Who your customers are
- What our customer focus principles and strategies are
- How you can make a good first impression
- What active listening is
- Your voice and body language
- The different communication styles
- Going the 'extra mile'
- Internal customers
- Customer needs and wants
- How we provide information to customers
- How we can respect diversity and accessibility and how it can affect customer service
- Questioning skills
- Building good relationships with customers
- How we can really help our customers
- Skills Evaluation

To find out more, contact our sales team at: enquiries@delta-net.co.uk

Assessment

There will be questions and scenarios throughout the module to test your knowledge. Also included is a skills evaluation module to test your overall learning. A pass mark of 80% is required to successfully complete the course.

Who is it for?

This course is suitable for all employees, including subcontractors and external partners.

To find out more, contact our sales team at: enquiries@delta-net.co.uk

Head Office: Unit 13-17, The Technology Centre, Epinal Way, Loughborough, LE11 3GE
Telephone: 01509 611019 **Email:** enquiries@delta-net.co.uk **Web:** www.delta-net.co.uk