

## 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](mailto: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](mailto:enquiries@delta-net.co.uk)**

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