

The aim of this workshop is to equip people in front line customer service roles with the skills and knowledge required to develop and maintain long term customer relationships.

Who should attend?

Anyone who wishes to enhance the service they provide their customers.

Course aims and objectives

The Institute of Customer Service First Impressions accredited programme is an activity-based improvement course for individuals seeking a foundation in the knowledge, understanding and skills required by people in front-line customer experience roles.

ICS First Impressions will help participants to think about the customer experience they provide and to learn how to apply best practice in order to support their organization in developing and maintaining long-lasting customer relationships.

Course Content

ICS First Impressions consist of two one day workshops and an interim assignment.

The programme covers:

1. Basic concepts of customer service
2. Developing relationships with your customers
3. Communicating effectively
4. Delivering service excellence through teamwork
5. Responding to customers
6. The you factor

Successful completion of the programme qualifies participants for Foundation Membership of the Institute of Customer Service.

Style of the Course:

The course is highly active and participative. During the workshop participants undertake activities, exercises and discussions to help them put what they learn into practice.

Course length:

One day Workshop 09.00 to 17.00 with an hour for lunch.

We can run this course for you in-company at favourable rates for 4 or more people. Please contact us on **01628 526535** or [email us](#) .