



Customer Service Training Course



About This Course

Customer Service Training Course



Do you want to delight your customers and keep them coming back to your business again and again?

Our Customer Service Skills Training Course will help you and your organisation stand out in the market and create loyal customers by showing you how to deliver a great customer experience.

Our Customer Service training course is delivered as an open course in 21 locations across the UK and Ireland, online or at your business location.

We deliver the course as a face to face course and a live virtual online course.

The Course Aim & Objectives

Here's what you will learn on our customer service course



Course Aim

Our one day Customer Service Training Course will provide you with lots of tips and ideas to provide brilliant service to your customers.

Course Objectives

By attending this customer service skills course you will have:

- Enhanced your self awareness of customer service skills
- A greater understanding of customer expectations, perceptions and needs
- Learnt techniques and structures to consistently deliver exceptional customer services
- Increased your confidence and communication skills
- Started the process of considering customer service strategies to apply with your own customers

The Course Content

Here's what we cover in our customer service course



What is 'World Class' Customer Service?

- What does world class customer service look like
- Who is currently delivering world-class service and what can we learn

Service Expectations

- What do your customers expect and why
- What happens you fall short of expectations

Communication Skills

- What are the skills that are necessary to deliver world-class service
- Questioning, listening and building rapport with customers

Your Behaviour With Customers

- Understanding how your behaviour can impact on your relationship with the customer
- Using and Demonstrating empathy with customers

Delivery Options

How we deliver our customer service course



Open Training Course

Delivered as a scheduled open training course at 21 locations across the UK and Ireland and as an online training course.

In-person: £279.00 + VAT / €339.00

Online: £215.00 + VAT / €239.00

Price per delegate.



In-House

Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

Open Course Locations

Here's where we deliver our open training courses



Belfast

Birmingham

Bristol

Cardiff

Chelmsford

Cork

Dublin

Edinburgh

Glasgow

Leeds

Leicester

Liverpool

London

Manchester

Milton Keynes

Newcastle

Norwich

Nottingham

Reading

Sheffield

Southampton



In-House Delivery

Train your team. Train your entire company



We can deliver our customer service training course just for your team or organisation.

1

Start with an off-the shelf course

We'll use the content in the overview as a starting point

2

Understanding your needs

We'll work with you to agree what outcomes you want from the course

3

Making it yours

We will shape the content to ensure the course meets your requirements

4

Delivering the skills

We then deliver the course that we've agreed either in-person or online

Make it even more bespoke

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

Online Training Course

Fun, engaging and interactive – delivered online



Our customer service course can be delivered as a virtual online course.



The same great content reimagined for the online environment.

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

About Us

Here's a bit about us and what we do



We are Revolution Learning and Development

We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

Let's Talk

We're here to help



If you have any questions about our customer service course or would like a quote for an in-house course, then just get in touch.

Call Us:

UK: 03333 444575

ROI: 015549779

Email Us:

hello@revolutionlearning.com

Visit Us:

UK: <https://www.revolutionlearning.co.uk>

ROI: <https://www.revolutionlearning.ie>

EU: <https://www.revolutionlearning.com>