



The Course

In brief...

In a competitive market, a reputation for good customer care and customer service can give your business the leading edge. Make your customers love you, not leave you!

What the Course Leads to

What courses can I do after this?

You may want to attend further one day professional development workshops such as Motivating and Building your Team and Performance Management.

What do I need to apply

To do this course you should have...

There are no formal entry requirements.

Course costs

Course Code	Start Date	Costs 16-18	Costs 19-23 (with concessions)	Costs 19+ (no concessions)
SQNXpz2168	TBC	TBC	TBC	TBC

* Please note fees are subject to change.

Costs

£175.00

Course Content

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Can your business thrive or develop without good customer relations and good customer service? This workshop will encourage you to review your current practice, acknowledge your strengths as well as your weaknesses and prepare for improvement.

Key Information

Duration

1 Day

Attendance

Part-time

Level

Other Courses

Qualification Name

College Certificate

Awarding Body

Bournemouth & Poole College

Next Steps ...

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Web: www.thecollege.co.uk

Live chat available on the website

