

### Management Cards Series

## Customer Service

#### Participants will learn:

- the importance of a consistent service, every day, every customer
- to fulfil your organisation's mission statement
- to use appropriate communication styles
- to deal with 'problems' immediately and never to argue
- to put themselves in the customer's shoes
- to exceed customer expectations wherever possible
- to know your best customers
- to appreciate the value of 'internal' customers

-  30-50 minutes + debrief
-  3-18 (up to three groups of 3-6 per group)
-  Staff at any level
-  £250 ex vat

Improve confidence and competence when dealing with customers inside as well as outside the organisation. Establishes fundamental principles applicable to all organisations.

Whether your customers are buyers, clients, patients or other service users they are fundamental to the success of your organisation. It pays to go that extra mile to deliver a service they applaud and of which you can be justifiably proud.

This simple-to-use pack asks questions of your own performance, looks at your organisation's approach to customers and guarantees lots of worthwhile discussion around a range of customer service issues. Work through the set of 30 cards discussing the issues and reaching conclusions. You'll clear up misconceptions about customer service, face actual examples of customer service in action, evaluate your own skills, test your knowledge about your organisation's policies and procedures, and develop basic ground rules. Do you know your top customers or clients? How do you treat 'internal' customers?



Finally Action Plans form the vehicle for taking easy-to-implement lessons back to work to boost your confidence, motivate you – and win customers.

## Customer Service

### Trainer's Role

- 1 Divide participants into teams.
- 2 Issue each team with a set of the 30 unique cards.
- 3 Observe teams at work.
- 4 Issue Action Plans for completion.
- 5 Lead a Debrief on the key learning points.

Full Debrief notes are supplied and the handouts are provided digitally for easy copying.



### Testimonials



Mick Miles, Elite Training European Ltd

As part of a management course the Customer Service Cards soon had groups interacting and discussing many key areas – and made the job of the Trainer so easy! An excellent activity!



Training Consultant, name withheld

The Customer Care Cards generated good debate and plenty of discussion in the debrief. Even if some cards were not directly relevant, the team still found it useful to discuss the card content.

### Pack Contents

- Trainer's Notes
- PDFs containing Handout Files
- Sets of Cards

### Purchasers

Mercer HR Consulting  
Preston College  
Punch Taverns PTL Ltd  
Manchester City Council  
Derbyshire County Council  
NHS Education for Scotland  
SIG Plc  
Medicines & Healthcare  
Products Regulatory Agency  
Hugh James Solicitors  
Aegon UK Services

### Ordering

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Delivery UK usually next working day, elsewhere 1-6 working days depending on location