

Customer Service Professional Programme for all staff involved in service delivery

Pre-joining, HIT Training will require learners' details and name and address to check eligibility and we will ask participants to complete a simple enrolment form

Duration ~ 1 day

Please note this is a full day and to achieve accreditation, participants will be expected to complete a simple assessment at the end of the programme. The HIT Trainer post the course will contact the employer and participants to check on the impact of the training



This programme is interactive and encourages participants to draw on their own experience. At the end of the programme, participants will be able to:

- ✿ Describe the role of the organisation in relation to customer service
- ✿ Identify the characteristics and benefits of excellent customer service
- ✿ Describe personal behaviours that support service excellence
- ✿ Describe the importance of positive attitude and motivation in providing excellent customer service
- ✿ Identify the importance of anticipating and responding to varying customers' needs and expectations
- ✿ Describe the factors that influence the customers' choice of products and services

The day's input covers the following modules:



What is your role?

This module includes:

Why work in the Hospitality or Leisure sectors? What makes companies successful? What skills are needed to meet/exceed customers' expectations?

Bad Service

This module includes:

What are the characteristics of bad service? What is the cost of bad service? What is the cure? Addressing attitude and behaviour?

Excellent Service

This module includes:

What are the characteristics of excellent service? This will review the importance and influence of technical skills, product knowledge, and identifying and meeting customers' expectations

Excellent Service Behaviours

This module includes:

Communication skills, complaint handling, knowing your customer, and added value service