

Customer Service Course for Healthcare Professionals



Customer service is vital in any organisation. However, its key position is often overlooked. It is the best marketing strategy a company can possess. Our Customer Service qualification will help your staff to become customer service champions. This course details the importance of world-class customer service and helps the employee promote a positive impression of themselves and the organisation.

Our course aims to demonstrate that staff should be honest and customer service should be simple and straightforward, free from jargon and ambiguity. As with all Buttercups courses, we offer round-the-clock assistance and flexibility of study.

At the core of the course are two modules:

- Communicate using customer service language
- Follow the rules to deliver customer service

Here, a broad spectrum of strategies are dealt with from answering the phones to listening to the client, and from keeping promises to going the extra mile even when there is no obvious financial gain.

In conjunction with the two core modules, up to four optional modules may be completed. They cover different aspects of customer service such as dealing with complaints, offering incentives to your best customers and face to face interaction.

Optional modules include:

- Resolve customer service problems
- Deal with customers face to face
- Deliver reliable customer service
- Develop customer service relationships

So, if you want dynamic customer service staff who can see the bigger picture and provide exceptional service then sign them up now.

Price

See our website

Delivery method

On-line or Paper-based

Duration

12 months