Customer Service

Start

1

What is customer service? The importance of customer service particularly in a service business, charity or non – profit

Examination

2

Who is your customer, internal, external, other?

Communication

3

Meeting & greeting your customers

Dealing with the public

Dealing with people you may find difficult

4

Handling complaints

5

Using the BLAST methods

Success

Creating customer service ideas to take back to your organisation

6