



OBT

OBT Course Outline

DELIVERING CUSTOMER CARE IN YOUR COLLEGE

Main Aims and Key Benefits:	<p>A programme focussing on customer service between departments. Also beneficial for those in a position of managing challenging customers or complaints.</p> <p><i>NB: This course is useful delivered as an in-house programme to improve communication and cooperation between departments.</i></p>
Course Content:	<ul style="list-style-type: none">▪ Creating a positive first response▪ Promoting British and College Values▪ Customer's needs and expectations▪ Behaviours when dealing with customers/colleagues▪ Verbal and non-verbal behaviour▪ Communicating with customers with specific needs▪ Dealing with challenging customers▪ A procedure for handling complaints professionally
Training Methods:	<ul style="list-style-type: none">▪ Syndicate exercises/group discussion▪ Role plays
Who will benefit:	Front of house and back of house employees, and those having to deal with complaints
Duration:	1 day
Certification:	OBT and Progressive Training
Training Provider:	Progressive Training