



University of the
Highlands and Islands
Orkney College

Customer Care

Duration: 1/2 Day

Time: TBC

Venue: Orkney College

Dates: TBC

Cost: £60.00

Tutor: Sheila Chapman

Qualification:

Orkney College Certificate

Target audience:

Any person who deals with the public or has any role in public service needs to know the salient facts about customer care.

Quote from Karen Crichton Partner in Ferry Inn and The Shore

"Providing excellent customer service and restaurant service is critical to both my businesses, The Shore and Ferry Inn. I believe that it is essential for both experienced staff and new staff to get regular training on how best to respond to customers and to provide a high standard of food and drink service in our restaurants. We recently employed the College to provide in house training for all of our front of house and kitchen staff. The staff still speak about what they learned on the training several months later and we continue to put into action all that we learned."

Course content:

This course focuses on some of the important elements which need to be considered in the field of customer service

- First impressions
- definition of the types of customer and how they affect the future of your organisation
- customer expectations
- positive and negative ways of communicating with customers
- body language
- an opportunity to make things better
- personal action plan to include schedule of self-improvement