

SKILLS BOOTCAMP

FREE TASTER SESSION

Elevate Your Customer Service



Date: Monday 22nd July

Time: 10.00pm—12.30pm

Location: Cottenham Village College, High Street, Cottenham, Cambridgeshire

Course Description

This is a taster of a workshop we plan to introduce to our programme in September. The workshop is aimed at anyone who would like a taster of why delivering excellent customer service is the right thing to do to increase customer satisfaction and improve an organisation's reputation and profit.

The course aims to..

- **Explain what customer service is, and what it is not,**
- **How to communicate more effectively and inclusively with your internal and external customers,**
- **How to manage customer's expectations, and complaints**

Learning objectives

The taster course provides learners with an overview of our new one day course being introduced in the new college year in September. The course provides an overview on why delivering excellent customer service is not only the right thing to do, but also has a positive impact on an organisation's reputation and profit.

Tutor

The course is run by Yasmin Hanspall who has a wealth of international experience teaching English, delivering training in customer service, intercultural communication and conscious inclusion. Yasmin has helped many people and teams learn and develop their cross-cultural communication skills to improve their personal and professional relationships and customers' experience.

TO BOOK YOUR PLACE

Call 01954 288751 E: community@astreacottenham.org