

Customer Service

**For people working with children and young people aged 4-16 yrs old
After-school clubs, playschemes, breakfast clubs, schools, Adventure
Playgrounds, Play Rangers, Saturday clubs etc.**

Workshop Description

Providing first-class customer service in a childcare setting is a challenging task. This one-day workshop shows you how to identify mixed messages and ensure that your responses are right for each situation. It looks at how complaints can be positively resolved and ways in which your customers' expectations can be met.



Time: 9.30am – 2.30pm

Content

1. What is customer service?
2. Who are our customers?
3. Our role in customer service
4. Meeting expectations
5. Quick tips for better communication
6. Resolving complaints
7. Managing time and perspective

What's included?

Small interactive classes
Specialised manual and course materials
Roles plays and scenarios
Certificate of completion