

Excellence in Customer Service and Managing Complaints

Create and maintain a school environment that has outstanding service at its heart

Giving great customer service and appropriately managing complaints is all about having the right attitude, doing and saying the right things and being focussed.

Course Outline

This session highlights the key elements of customer service excellence, covering the processes and procedures as well as the human elements of skilled communication and constructive mind-sets. Time is dedicated to managing concerns and complaints more effectively and addresses how to deal proactively with the initial signs of dissatisfaction, moving to a quick and harmonious resolution.

By the end of this session delegates will be able to:

- Employ customer focused procedures and ways of working within the school
- Understand and promote the importance of effective communication and a constructive mind-set when delivering service
- Consider ways to pre-empt complaints, proactively addressing initial concerns and signs of dissatisfaction and professional management of formal complaints.

Please note, cancellations received within three working days of the course, or failure to cancel, will be subject to an administration charge of £50. Cancellations can be made by calling us on 01603 303355 via SLA Online, or by emailing governorservices@educatorsolutions.org.uk

Audience

All Staff

Trainer

Anna Palmer

Date

28/11/2018

Time

13.30 pm—16.30 pm

A free lunch is provided if you book training sessions in the morning and afternoon on the same day or attend an all-day session.

Venue

Norwich Professional Development Centre

Cost

Free to subscribing schools
£140 per delegate to non subscribing schools

Course Ref

GOV-1118-T025



For more information and to make a booking
www.educatorsolutions.org.uk
or call 01603 307710

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