

# Providing Outstanding Customer Service

**Category:** Business Skills | **Vendor:** Leadership & Professional Development

**Duration:** 16.00 hours (2 days)

**13.0 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

This course offers practical tools and techniques to win clients, create loyal advocates for your business, and deliver excellent customer service. Private classes on this topic are available. We can address your organization's issues, time constraints, and save you money, too. Contact us to find out how.

## About This Course

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## Who Should Attend

Operations managers, account representatives, customer service staff, help desk and technical support, and anyone working directly with customer will benefit from this course.

# Learning Outcomes

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**Upon successful completion of this course, participants will be able to:**

Define customer service in relation to both internal and external customers  
Recognize how your attitude affects customer service  
Identify your customer's needs  
Generate repeat business with outstanding customer service  
Build goodwill through in-person customer service  
Provide outstanding customer service over the phone  
Connect with customers through online tools  
Deal effectively with difficult situations

## Additional Course Details

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Nexus Humans Providing Outstanding Customer Service training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the Providing Outstanding Customer Service course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for Providing Outstanding Customer Service?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 2-day Providing Outstanding Customer Service course provides up to 13.0 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the Providing Outstanding Customer Service training?**

The training takes place over 2 day(s), with each day lasting approximately 16.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for Providing Outstanding Customer Service?**

Yes, we provide corporate training, dedicated training, and closed classes for Providing Outstanding Customer Service. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for Providing Outstanding Customer Service?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Providing Outstanding Customer Service training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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