

# Complaint Handling



## Introduction

The way your staff work with your customers in handling complaints has a direct impact on your business and the value of your relationship with that customer. This course is aimed at those people with direct contact with your customers.

## Who should attend

Anyone who feels they would like to identify, understand and gain control of any situation with customer complaints in their working lives.

## Duration

1 day

## Course Outline

- Put the customer at ease
- Understand why voice and positive language influences their customer
- Improve call control and communicate with confidence
- Deal with difficult customers

## How to Book

You can choose from the following options:

- ◆ Call our TRAINING CENTRE on 01189 778562
- ◆ Email us at our specially designated TRAINING CENTRE address:

[info@mass-trainingcentre.com](mailto:info@mass-trainingcentre.com)

