Providing Outstanding Customer Service

Category: Professional & Leadership Development | **Vendor:** Various

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

This one-day course will help you develop the perspective and skills to create memorable experiences for your customers. You will come away with an appreciation for the power and benefit of a positive customer service interaction for your customers, your organization, and you! Get insight into how customer service is about more than the issue you help solve at the moment – it is about creating advocates for your brand that help generate continuous value to your organization.

About This Course

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Who Should Attend

This course is for anyone seeking to provide exceptional customer experiences to internal and external customers. You will identify the keys to approaching the customer service role effectively, how to use different modes of communication, and techniques for providing consistently outstanding customer service.

Learning Outcomes

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

Define customer service in relation to both internal and external customers Practice tips to internalize a healthy customer service mindset Recognize the importance of identifying the customer’s needs and wants Utilize techniques to connect with customers using different media Deliver a customer service experience that creates brand evangelists

Detailed Course Outline

1. Customer Service – Getting Started

- Who are your customers
- What is customer service
- Who provide customer service

2. The Customer Service Mindset

- The power of the first impression
- The importance of appearance
- Using energy to meet customer needs
- Dealing with heightened emotions

3. Identifying Customer Needs

- Understanding what customers value
- Values, assumptions, and points of view
- Meeting basic needs
- Exceeding expectations

4. Connecting with the Customer

- Listening and hearing
- Effective listening techniques
- Using different communication methods
- Effective digital communications
- Artificial Intelligence and customer service

5. Delivering Memorable Service

- Customer service as brand evangelism
- Passion and outstanding service
- Providing memorable service

Upcoming Schedule

Available training dates for Providing Outstanding Customer Service:

Start Date	End Date	Location	Delivery	Price
03 Dec 2026	03 Dec 2026	Online	Virtual	€795.00

Frequently Asked Questions

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

Q: How many CPD hours does this course provide?

The 1-day Providing Outstanding Customer Service course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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.

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

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

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