

Customer Care In Schools

Thursday 1st March 2018

09:15 - 12:15

Hopwood Hall College, Rochdale Campus

Trainers: Kate Hinchliffe (Impact First)

Audience: All Staff

An interactive (and hopefully fun!) session which will help you think about your role in providing excellent customer care and the tools and techniques that you can use to deliver a first class customer service.

Course content:

- Identifying who our customers are
- Exploring why customer care is important in today's schools
- Identifying how we can offer good customer care
- Techniques for dealing with 'difficult' customers

