



COURSE CODE: C14126

CUSTOMER SERVICE FOR NON-PROFITS

TRAINING OUTLINE

This workshop provides non-profit staff and volunteers, with the tools and insights necessary to map the customer journey from initial query through to service delivery and follow-up. It is designed for organisations such as social enterprises or those running work placement schemes who need to provide a professional consistent standard of service delivery to clients and beneficiaries.

By the end of the workshop participants will:

- Explain the principles and features of good customer service
- Explain how to map the customer journey and identify points of customer contact
- Understand how address customer concerns and complaints when service failures occur
- Understand how to design practical Standard Operating Procedures for staff training purposes
- Identify ways to motivate all staff and associates to ensure a culture of good customer service prevails in an organisation

TRAINING OVERVIEW

Delivery Mode: Workshop

Contact Hours: 6

Completion Certificate: No

PARTICIPANT PROFILE

This workshop is suitable for volunteers, board members and staff of non-profit and voluntary organisations.

To enquire about eLearning, workshops or seminars, please email: learning@cramdentech.com

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