

## Inishowen Development Partnership



# Customer Service Training Course

QQI Level 4

If you would like to gain a qualification in Customer Service Skills, Communications & Assertiveness, then this is the course for you.

### Areas Covered:

- ◆ Customer service transaction model
- ◆ Building rapport with customers
- ◆ Communication Skills
- ◆ Dealing with difficult situations
- ◆ First Impressions
- ◆ Creating a Professional Image
- ◆ Resolving customer complaints
- ◆ Power of behaviour

### At the end of this training you will be able:

- ◆ Handle telephone calls professionally & effectively
- ◆ Establish the clients needs quickly & effectively
- ◆ Handle conflict & complaints successfully
- ◆ Communicate clearly & effectively
- ◆ Dealing with difficult situations



**When:** Tuesday 15th November 2016  
**How Long:** 10 weeks x 3 hours  
**Time:** 7:00 p.m. - 10:00 p.m.  
**Where:** Inishowen Development Partnership  
Offices, Buncrana  
**Cost:** €40

### Contact:

Katie/Maureen on 074 93 62218 or email [reception@inishowen.ie](mailto:reception@inishowen.ie)



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An Roinn Tithíochta, Pleanála, Pobail agus Rialtais Áitiúil  
Department of Housing, Planning, Community and Local Government



Comhairle Contae Dhún na nGall  
Donegal County Council



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