

# Customer Service

*NEW higher level short courses*

City College Brighton and Hove is offering a new and exciting higher-level short course for anyone who works with customers who would like to take their customer service knowledge to the next level. Participants will achieve a greater understanding of service delivery and how this can help improve the overall customer experience.



# Customer Service

This new short course is validated by the University of Brighton and offers successful applicants excellent value for money. You will be taught by experienced tutors with many years of teaching and industry experience using the facilities within the College.

## Who is this for?

Anyone who works with customers who would like to take their customer service knowledge to the next level and achieve a greater understanding of service delivery and how this can help to improve the customer experience.

## What topics are covered?

- » Theories underpinning successful service delivery
- » How to measure customer service
- » Managing complaints and service recovery
- » The customer journey and customer loyalty

## How will the learning be delivered?

20 hours of face to face learning delivered over half days, evenings or weekends depending on you and your organisation's preference.

## When?

Courses starting in March, May and June 2010.

## How much?

£300 per person.

## Entry requirements:

All applicants should have a good standard of literacy and numeracy as well as good ICT skills and appropriate professional experience.

## What do you get at the end of it?

A record of your achievement from the University of Brighton.

## How is this assessed?

Presentation on a research project into an organisation's customer service and an individual written report.

## Are you interested?

For more information please contact Dawn Howard on 01273 667788 ext.471 or email [dh1@ccb.ac.uk](mailto:dh1@ccb.ac.uk)

