

Customer service excellence for administrative staff, AM session with George Pickering

Venue: English UK, 219 St John Street, London, EC1V 4LY
Date: Friday 10 November 2017
Timings: Registration from: 09:45 | start time: 10:15 | end time (approx.): 13:15
Price: Members £75, non-members £120
Format: Highly practical workshop

Why attend this training session?

Administrative staff have to face numerous customer service challenges in the workplace.

This practical workshop will cover:

- The basic skills needed to deliver outstanding customer service
- Enhancing the steps in the customer journey from pre-course to post-course contact
- Setting and meeting customer service standards
- Managing effectively customer complaints

About the trainer



George Pickering is an educational coach, trainer and consultant. He is the academic director of the Trinity College London validated English UK Diploma in Language Teaching Management and the Cambridge ESOL accredited International Diploma in Language Teaching Management. George is an inspector of language schools for the British Council (Accreditation UK) and is on the Board of Trustees of IATEFL.

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