

## WorldHost WorldHost Principles of Customer Service



### In a nutshell

World Host is a world-class customer service training programme which provides the foundations for commercial success by delivering excellence in customer service. World Host is a widely recognised and is becoming a must-have badge for customer service.

Interactive, engaging workshops that are highly relevant for people working in a customer service environment. Participants can quickly apply their newly acquired knowledge and gain transferable skills which they will be able to utilise for the rest of their lives.

Businesses engaged with World Host have reported key benefits such as:

Increased staff motivation and reduced staff turnover and sickness.

Improved customer service ratings.

Additional repeat business and greater customer loyalty.

Improved quality assurance scores and ratings on sites like TripAdvisor.

### This course is for...



## COURSE INFORMATION LEAFLET

Anyone who comes into regular contact with customers.

Anyone who wishes to have a successful career in the customer service industry.

Anyone who would like to improve their communication skills.

Any company who would like their staff to deliver the sort of customer service that sets them apart from their competitors and keeps the customers coming back.

### Course content

Identifying customer needs and managing expectations.

The importance of making a great first impression.

Applying customer service within your role and sector.

Communication skills to improve your customer interactions.

Leaving a lasting impression.

Planning for professional development.