

# ***Customer Service for Dispensers***

## **Step 5**

### **AGENDA**

#### **AIMS AND OBJECTIVES**

This course will provide practice staff with the knowledge and ability to identify their different customer types, understand their customer needs, dealing with difficult customers or those that have special needs or requirements. Practice staff will also learn the basics of good communication skills and a clear understanding of their roles, responsibilities and teamwork. Staff will have a well-developed understanding of good customer care and be equipped with the skills to recognise opportunities for and deliver improvements in customer care within the Practice.

Amongst the topics covered are; Who is the customer? • Identify your customer needs • Communication skills • Roles, responsibilities and team work

**Appropriate Tea/Coffee breaks will be provided during the morning and afternoon**

**9.30am**

**Introduction**

**What makes good customer care?**

**Principles of good customer care**

**Patients' expectations and how to manage them – what do patients really want?**

**Behaviours and attitudes which encourage good customer care**

**Super Service – The WOW Factor**

**Identifying opportunities within the Practice**

**1.00pm**

**Lunch (back at 1.45pm)**

**Practical exercise**

**Dealing with Difficult Patients – Verbal and non-verbal communications**

**NHS Complaints Procedure**

**What to do when it goes wrong – Managing Complaints**

**Recap of the day**

**Questions and Answers**

**4.30pm**

**Finish**