



Julie Eldrett
CONSULTING

Maintain Customer Satisfaction



Course Overview

How we treat our customers is fundamental to the success of our business.

We cannot afford any team member to meet our customers without them first having a good understanding of how their body language and attitude play a major role in the business.

This course will explore the many facets of maintaining customer satisfaction and how to ultimately exceed their expectations, thus encouraging customer loyalty, retention and increase business turnover.

Course Duration

One Day Course: 6 hours including lunch break and coffee break

Intensive Course: 4 hours with one short break.

Delegate Profile

Any team member who comes in contact with your customers.

Course Content

- Maintain customer satisfaction 100% of the time to 100% of the customer by 100% of the team
- Right people, right attitude, right job
- What customers mean to us
- Profit chain
- Cost of losing customers
- Customer Needs – 50% emotional, 50% technical
- Salon/Workplace journey
- Monitoring customer feedback.

Julie Eldrett Consulting

40 Belgrave Road, Edinburgh, EH12 6NQ, United Kingdom.

Tel: +44 (0)797 122 6987 Fax: +44 (0)131 334 4294 email: info@julieeldrett.co.uk

www.julieeldrett.co.uk