

Foundations of Customer Service

Flybe prides itself on delivering outstanding levels of customer service - both on the ground and in the air on board our aircraft. We have been successfully training our own employees for years to provide excellent service and now other organisations are able to benefit from our expertise and knowledge.

Flybe now serves 7.2 million customers a year so we must be doing something right!

Course Overview

Our bespoke 'Foundations of Customer Service' course promotes a greater understanding of customer behaviour and encourages participants to identify the key factors that lead to customer satisfaction.

Course Content

Modules include:

- **Back to Basics.** Re-focus on customer service and identify who your customers are
- **You Make the Difference.** Recognise your contribution to customer service and the impact that this has on company success
- **Behaviour.** Recognise your own behaviour when handling customers and the behaviour that your customers can demonstrate towards you
- **Teamwork and Feedback.** Understand the importance of teamwork, both within your own team and how your team contributes to the greater team within the company

We are able to tailor the course to meet your requirements allowing you to select modules from a range of topics. We use a range of training techniques including role plays specific to your organisation and working environment.

Location

This course is typically delivered at our brand new Training Academy based at Exeter International Airport however we understand that it is not always practical for large numbers of staff to be away from the office at any one time. Our flexible approach enables this course to be delivered at your facility to a group size which suits your needs.

What our customers have to say...

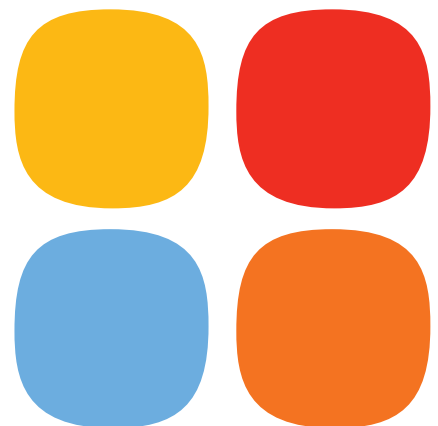
"Top tips for demonstrating empathy - what a great course!"
"All very helpful, I will be taking a lot back with me"

- Michelmores Solicitors, Exeter, UK

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flybe.
Training Academy