



Our Training Courses – Customer Care

ST*R Learning offers training courses, delivered as interactive workshops, for the following topics in Customer Care. We tailor each course to suit your objectives and your people. You may also like to see our full portfolio of courses (visit the 'Training Courses' page of www.strlearning.co.uk for a pdf download or contact us for a brochure).

- * Influencing people on the telephone
- * Perfecting customer care on the telephone
- * Exceptional customer care
- * Customer care in the back office
- * Managing customer service
- * Developing and managing a customer-centred culture
- * Taking the stress out of dealing with clients

Looking for something special? If you can't see what you want, just contact us to discuss your requirements. We'd be happy to design a personalised solution for you.