



KT-Training



Beauty Therapy Course – Customer Service Training

Customer Service Training Course Agenda

9:15 - 9:30

Registration

9:30 - 12:00

Introduction to customer service

Contrasting the requirements of public and private enterprise

Fully defining customer service and how to deliver it

Break

Reviewing Pre Course Materials

Ethics versus Profitability

Value of a Customer

12:00 - 12:30

Networking Lunch

12:30 - 17:00

Practice Review of Telephone Skills and Consulting skills

Importance of Manuals

Break

Phi in Facial Beauty

Art of Integrated Aesthetics

Break

Review and Question Period

All attendees will receive pre-course material to review prior to attending the course.

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