

Application Form

(Please complete all sections in block capitals and return with deposit €100)

Block Capitals

Name _____

Address: _____

Tel. No. _____

Mobile No. _____

E-mail: _____

: _____

Signed : _____

Date : _____

Please forward completed enquiry form together with deposit to:-

**Neil Dawn Associates,
Belleek Avenue,
Ballina,
County Mayo**

Contact Details

Catherine Mattimoe 086 8113426
Or
Anne Bain 086-3999710

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catherine@energentraining.com
declan@energentraining.com

Neil Dawn Associates
is a
FETAC
Registered Centre



Neil Dawn Associates
Belleek Avenue
Ballina
Co Mayo
Ireland



Neil Dawn Associates



Customer Care

FETAC – Level 6



Commencing Autumn 2008

Course Details

Satisfying Customers is a major contributor to any organisations success.

In today's environment where quality and customer care is becoming much more significant, having staff who have the ability and skills to effectively deal with customers is an important element of any customer care programme.

This programme provides participants with a unique learning experience which will give them the knowledge and skills to effectively deal with customers and create a lasting favourable image. Excellent customer care stems from the first initial contact to creating a lasting fruitful relationship.

Using the FETAC framework participants will gain knowledge and practice in excellent Customer Care techniques whilst gaining a national qualification.

Learning Outcomes

On completion of this programme participants will be able to:-

- 1 . Recognise the importance of customers to an organisation and the need for excellent Quality Customer Care
- 2 . Demonstrate the knowledge and skills of Quality Customer Care
- 3 . Identify the role and responsibilities of the organisation and themselves towards its customers
- 4 . Be familiar with the relevant theory and legislation concerning Quality Customer Care

Programme Content

The programme has been split into seven modules of learning.

Module 1 - Organisations and their customers.

Module 2 – Principles of Effective Customer Care

Module 3 - Mindsets, Attitudes and Behaviours

Module 4 - Communication, Influencing and Negotiation Skills

Module 5 - Customer Protection and the Law Relating to Customers

Module 6 - Setting and Monitoring Customer Care Standards

Module 7 - Practice in Customer Care contact Skills

Assessment process

Participants will be assessed in the following manner:-

- 2 Assignment - 1000 words each (50%)
- 1 Project - 2000 words (50%)

Certification

Successful participants will be awarded a FETAC Level 5 in Customer Service National Qualification.

This “learning” programme uses techniques that increase individual’s ability to learn and desire to implement new learning. Each session will be highly participative, with practical exercises, role-play and plenary discussion.

Programme Schedule

The seven modules will be delivered one morning per week over eight weeks (24 hours in total). Commencing Thursday 18th September.

Desired Admission Requirements

- General standard of education and/or relevant life and work experiences.
- Ability to learn in a group environment.

Course Fees : €275.00

Academy of Learning and Development

The Academy Centre which is located in the Ridgpool Village, Ballina has excellent facilities and boasts a team of facilitators who have a great deal of experience in delivering customer care programmes. The centre boasts state of the art presentation equipment and also has a comfortable learning environment. It also has its own canteen facilities and has access to easy parking.

Corporate Delivery

This programme is suitable for staff development within organisations and can be offered exclusively as an in house development programme.

“A great customer experience is about how it makes you feel”