

## AIM

To be able to provide good customer service

## DURATION

Half Day Course (3 Hours)

## LEARNING OUTCOMES

By the end of this course, you will:

- Understand what is meant by good customer service
- Know the importance of making a good first impression
- Understand the importance of complaints
- Understand the importance of evaluation and feedback
- Know ways to make people feel special
- Recognise how special events affect residents
- Recognise the expectations of residents
- Know how to meet the needs of residents
- Understand the principles of effective communication
- Recognise how the care home environment affects residents

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## LESSONS AND TOPICS

### Customer Care In Care Homes

- Understand What Is Meant By Good Customer Service
- Know The Importance Of Making A Good First Impression

### Complaints

- Understand The Importance Of Complaints

### Evaluate And Feedback

- Understand The Importance Of Evaluation And Feedback

### Special Events And Anniversaries

- Know Ways To Make People Feel Special
- Recognise How Special Events Affect Residents

### Cost Of Care

- Recognise The Expectations Of Residents

### Meeting Needs

- Know How To Meet The Needs Of Residents

### Good Communication

- Understand The Principles Of Effective Communication

### Environment

- Recognise How The Care Home Environment Affects Residents