



Driver CPC Course Driver Customer Service & Company Image



Course Aims

The course gives important professional development for all drivers in the road transport industry leading to improved public relations, higher standards and greater job satisfaction. The cost is £95+ VAT per delegate which includes handouts, light lunch, refreshments. This also includes the DSA course registration payment with the 7 hours training added to their driving licence.

Course Content

- Welcome and introduction to the course including aims of the course and the potential impact that lack of customer service can have on the O Licence.
- Bad Customer Service – Examples, impact and discussion. - Good Customer Service - Examples, impact and discussion.
- Customer Service Game - This brings together the learning from the previous two sessions and is structured in a game to highlight impact.
- The importance of Customer Service - There has to be constant effort to ensure the best possible levels of customer service are being achieved.
- Achieving high levels of Customer Service as drivers - this is split into 14 sections as follows:

Appearance	Communication
Vehicles	Loading
Travel	First impressions
Following instructions	Delivery times
Delivery point	Paperwork
Listening	Going the extra mile
Tidying up	Back at base
- How can I make improvements back in my job? - Delegates are asked to write down 5 things they could improve on individually. Next they work in pairs and give examples of how the other person could improve. The answers to the sessions are shared and discussed
- Quiz- this is done in pairs and demonstrates what delegates have learnt.. Followed by a Course Evaluation - Delegates complete a feedback sheet.

Trainers

All trainers are fully qualified with many years industry experience and will tailor courses if required. Courses are Jaupt recognised and registered.



To learn how we can solve your training and compliance issues, increase your profits and protect your O'licence call or email us now +44 (0) 24 7669 0000 or email info@trutac.co.uk