



TRANSITION YEAR

Customer Service Excellence

CERTIFIED TRAINING

Customer Service Excellence Ireland have created a Transition Year Training Programme. The 6 hour course is certified and offers students an opportunity to learn the principle elements of Customer Service Excellence.

The course is tied in with either student work experience or an event where students are further assessed. Successful completion results in a CSEI Certificate which will enhance both the students CV as well as future work opportunities through increased ability and confidence.

CSEI carried out training for many of the Failte Ireland “Wild Atlantic Way” Events as well as being training providers to the Cliffs of Moher Visitors Centre, Ireland’s most visited Tourist attraction, The Abbey Theatre, Connacht Gold and over 30 Irish businesses.

We carried out multiple pilot programmes in 2013 and 2014 in the Rosses Community School, St Columba’s and Deelee College in Donegal and the Mullingar Community College.

The results, outcomes and Student/TY Co-ordinator feedback have all been extremely positive.



The participation quality by the students in all courses and their developed awareness throughout the programme were inspirational. Student satisfaction matrix scored 94.2%. The employers who hosted the students returned satisfaction ratings of 88.6%. These numbers are impressive.

Customer Service Excellence Ireland (CSEI) was launched in 2013. CSEI is both a Training and Recognition programme. The programme is endorsed by Enterprise Ireland and we are accredited members of the Irish Institute of Training and Development and deliverers of content for the Irish Management Institute.



FOR FURTHER DETAILS CONTACT US ON:

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The purpose of this exercise is to create a national programme of excellence in customer service through the pillars of :

Awareness - Measurement - Training - Recognition.

Ireland enjoys an International reputation for its customer service and this must be maintained and improved upon so as to protect our competitiveness at home and globally.

CSEI are presently working with over 40 businesses and organisations across multiple sectors and industries that recognise the need for constant training and upskilling their employees.

By bringing the same training to a younger audience we hope to accelerate the change occurring throughout the world, that change being - a renewed focus on the customer.

We offer our six hour course to your students where they will learn -

- How to demonstrate a warm welcome to customers/visitors and respond to their different needs.
- The importance of maintaining a positive attitude and exceeding customer/visitor expectations.
- How to develop and maintain a level of respect for both their colleagues and to their customers.
- How to become more confident and knowledgeable in a customer facing environment.
- The value of tourism, retail, festivals & events to the community and to Ireland itself, and much more.

Cost for our spring 2015 course is €450 per 6 hour session with our IITD certified trainer for a maximum of 25 attendees.

"We would like to thank you for your enthusiastic, interactive workshop delivered to our TY students . Your approach, content, practical element, evaluation of that practical element and finally certification is invaluable to our students. We are proud to be associated with CSEI and intend to run the programme again next year."- Catherine Cooke Harkin TY co-ordinator St Columba's, Stranorlar

"I enjoyed the whole course and it helped very much in my work experience. I hadn't appreciated the importance of customer service and I do now." - Student Rosses Community School

"This was the most relevant and practical module we have done this year. I really enjoyed it and it has given me confidence to provide customer service excellence." - PLC Student, Mullingar Community College.

"I found this course really interesting. I learned a lot about how important communication is in providing customer service. The fact that we were measured as part of our work experience made me determined to get the certificate." - Student, Deele College



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