



Introduction to Customer Care

This course covers topics designed to acknowledge and raise the learner's awareness of areas contributing to good customer service. This course can be used to ensure that topics sometimes taken for granted are recognised and addressed by the carer who demonstrates a basic understanding of how good customer service contributes to the care and well-being of service users, family and visitor, colleagues and others involved in providing quality care.

Topics include:

- Personal Appearance
- Awareness of service users
- Including: Clothing
- Dying
- Footwear
- Awareness of environment
- Hygiene
- Training
- Hand washing
- Importance of Timekeeping
- Importance of Effective Communication
- Sickness