

Complaint Handling

– a course for Tourism Operators



This half-day course will give you the confidence and skills to effectively deal with difficult or challenging customers.

The course covers key customer service skills, complaint-handling and also how to turn complaints into sales.

The course programme covers:

- Fun activities about customer care and complaint handling
- How to provide excellent customer care and avoid complaints
- The model for dealing with complaints
- Case studies and discussion
- How to turn complaints into sales
- Action Planning

Course leader



Susie Brindley is the MD of Willow and has over 20 years experience of development and delivery of tourism training across the North of England and is a Regional Master Trainer for Welcome to Excellence.

She is also a Profit through Productivity Coach and an Excellence through People Assessor, as well as an accredited trainer certificated by the Institute of Leadership and Management.

Susie also is qualified as an NVQ Coach and Internal Verifier.