



Welcome to the
EXCEPTIONAL CUSTOMER SERVICE
E Learning CPD Accredited Course

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Meet 'Jack' You will see Jack appear throughout our Modules
he is a cute addition to the E Learning experience we have created for you,
we hope he brings a smile to your face and makes your learning experience a fun one!
After all who doesn't love a cute dog? ...We do!



www.midascustomerservicetraining.com

About this course

We have designed this course to provide in-depth education and an insight into exceptional customer service and the highest levels of service that we should all be offering our clients in the salon.

The course is made up of -

The introduction to Exceptional Customer Service E Learning experience and a further 8 Modules.

- Module 1 Meet greet & First impressions
- Module 2 Dealing with difficult situations and unhappy clients
- Module 3 The Consultation
- Module 4 The Back wash and Etiquette
- Module 5 Retail, Up-selling and Educating your Client
- Module 6 The commitment and the Re-Book
- Module 7 Building your Column
- Module 8 Going the extra Mile for your Client

The Modules depict the clients journey through the salon, and shows how we can offer an exceptional client experience in the salon environment every single day.

How to access this course

This course can be accessed and paid for via our website

www.midascustomerservicetraining.com

The content is delivered online as an E Learning course specially designed for students to access the course to complete anywhere they see fit.

Once purchased the course can be accessed via the website course page with a simple student log in code.

We offer this course to

- Individuals that are completing their hairdressing Apprenticeship program full time at college.
- Individuals that are day release students at a hairdressing college and spend up to 3/4 days or full time in the salon.
- Recently qualified level 2 hairdressers who want to gain expert knowledge in the area of exceptional customer service.
- Recently qualified level 3 hairdressers looking to expand their knowledge and skill set in exceptional customer service.
- Stylists in the salon who are wanting to build on their communication and client skills, earning the much sought after CPD points.
- Recently appointed managers and new salon owners who believe the best way to improve their business for the future is to invest their salon staff to enrol on this course, and for the improvement and development of their salon.
- College tutors who may recommend this course to their students for learning in the working environment and the skills set they will learn on this accredited course.
- For individuals at all levels of hairdressing to gain the much desired Continuous Professional Development (CPD) points to improve their knowledge and skills in the exceptional customer service area of client care.
- Stylists who may have had a break in their career and have come back to working in the salon or at home, this course will be an important part of revisiting the client care strategy, building the confidence required to address all issues in the salon environment.



Level of Qualification/Skill level

On completion of this course you will have achieved a certificate of completion for the Midas Exceptional Customer Service E Learning Course. Your certificate of completion will be emailed out to you and can also be downloaded as a PDF, we will also provide a hard copy of your certificate through the post within 2 weeks of passing the course.

You will also have accrued valuable CPD points relating to the content and successful completion of the course.

If you work in a salon they will receive a certified CPD accredited window sticker which will show your clients that selected members of staff have completed the Midas 5 star Exceptional Customer Service award.

Gaining recognition in the industry for exceptional standards for the benefit of the clients, the student and the salon.



Learning Outcomes

On successful completion of this course you will:

- Understand the importance of first impressions and how to meet and greet clients in the most positive and exceptional way.
- Have learnt the structure and practice of dealing with difficult situations and unhappy clients.
- Have an in-depth insight into body language in the salon, how to read body language and how to develop your own body language to create and build better relationships with your clients.

- Understand the importance of a perfect consultation.
- Have studied the etiquette standard required and expected for the area of hair washing, treatments for clients and other services required at the backwash.
- Have improved and developed the art of educating your clients with retail, and the skills of up-selling of retail products and in-salon services.
- Understand the importance of re-booking your clients appointments and how to secure the client's commitment to you and the salon.
- Have learned various ways to build your column, and studied tips about referrals and loyalty props and devices your client will appreciate.
- Understand the importance of 'going the extra mile' for your clients, and how this area of exceptional customer service will transform the way in which you work and see your clients in the future.
- Have a level of learning about body language in the salon, and how is a vital communication tool, how to read your client's body language and address yours to enable you to offer a better experience for your client.



Prerequisites before the course

- You must be over 16 years old
- Have good reading and writing skills in English
- Have access to a computer



Certificate Title

Completion of the '**Midas Exceptional Customer Service Course**' certificate & Salon 5 star exceptional customer service award.



Possible results

PASS/REFER - You cannot fail this course, you will have several chances to revisit the questions. You will also have access to email help and guidance if required from our experienced Tutors. All sections shown as assignments, can be emailed and marked by our Tutors.

Quizzes & puzzles will not form part of your overall mark, these are just for fun and to confirm how much knowledge you have retained.



Course fees

From **£99.00 + VAT** (we are yet to confirm the course fees)

This is payable on the website where you can access the course and download - www.midascustomerservicetraining.com/courses



Reasons to do the course with Midas Customer Service Training Ltd.

- A CPD accredited course with HABIA - The Hair & Beauty Industry Authorisation.
- Studying with truly inspiration content with proven results.
- Content developed by Body Language Specialist Tutors and experienced Mystery Shoppers in the Hairdressing industry.
- E Learning course is designed by Tutors with over 12 years experience as Managers and Salon owners of multiple salons.
- We have included a wealth of sales background knowledge and skills.
- Student email support from experienced Tutors.
- Optional telephone support for all students.



Course/Login duration

Duration of the course is 60 days from payment date. This is the longest time available to complete the course. Paid extension is available if necessary.



Certificate turnaround time

1 - 2 weeks after successful completion of the theory work assignments and all 8 Exceptional Customer Service Modules



Delivery methods

This course involves an E Learning experience. Once you have paid for your course and we have issued you with your log in details, you can access the course through our website on your iPad, computer or laptop.

- Around 30 hours of learning online material in the form of modules.
- 8 modules plus introduction to the course
- Videos pertaining to the various subjects to be learned.
- Analytical reading texts
- Quizzes and puzzles



Assignments

- There are regular assignments for you to complete as experience, these are graded for you, some of the assignments are designed to replicate scenarios in the salon environment, and allow you to practice with hands on approaches to develop your skills, this will include role play assignments carried out in a safe environment.
- We encourage your Manager/Salon owner or college tutors to assist you with your practical work if possible, here you can obtain feedback from them in the form of progression discussions. We have guidance notes for the student and tutors to help with the assignments you are completing.