

Frontline Leadership Programme

Course Name

Network Rail Leader: Focussing on the Customer

Course Description

Develops knowledge, understanding and skills for good customer service. It covers when and how an individual's actions impact upon their customers whether negatively or positively. It considers how to resolve customer issues without compromising Network Rail.

Audience

Current or future front line managers.

Duration: 0.5 Day(s) **Class Size:** 14

Competence Name Awarded

N/A

Competence Awarded

N/A

Course Code

N/A

Prerequisite Name

N/A

Prerequisite Short Code

N/A

Skills Assessment Scheme Regime

N/A

Course Type

Face to Face

Download Date: 16/5/2024