



Driver CPC

C7. Company Procedures , Image & Professional Customer Service

Course Content

- The importance of company image
- Roles and responsibilities of a professional driver
- Skills, hazards and risks
- Driver fatigue and the affects
- Importance of effective communication
- Positive verbal communications
- First impressions and body language
- Non-verbal communications
- Behaviours and attitudes
- Difference between products and service
- State of mind
- Mission Statements and Visions
- Who is my customer?
- Brand awareness
- Customer complaints and how to handle

Who is it for?

All drivers of HGV and PCV vehicles since 2014 / 2013 require a (Driver Qualification Card) DQC to be able to drive professionally. Our CPC courses are designed to ensure all drivers keep their DQC card legal.

Whilst many companies and Transport Manager will be tasked with ensuring that all drivers have a current DQC, we honestly believe it to be a joint responsibility.

HGV or PCV?

This course has been approved for drivers of both HGV and PCV.

Course Duration

This course will count towards 7 hours of your periodic training.

Candidate Requirements

Candidates must be willing to participate within the training sessions.

Please advise us in advance of any attendee(s) who may have learning difficulties

Location

This course can be delivered in our own training rooms or alternatively at a suitable venue of your choosing.

The suitable venue will need to be assessed for suitability; a form to do this would be made available.



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