



Romancing Your Customer

Business is simple. It is really about wooing, wowing and winning customers. This course aims to make participants understand the world of customer service. It addresses the importance of customer service, the way around it and how it can make a difference to the business.

→ Course Benefits

You will:

- o Be able to provide excellent customer service
- o Be more sensitive to your customers needs
- o Know how to project a professional service provider image at all times

**Hurry,
Register Today!**

→ Course Duration

7 hours

→ Course Outline

- Defining Service
- Importance of Customer Service
- Gaining Competitive Advantage through Customer Service
- The Customer Chain
- Being Responsive to Customers
- Improving Internal Relations for Superior Customer Service

→ Certification

Certificate of achievement will be awarded upon completion of assessment.

→ Who Should Attend

Working professionals from the service industry and those who wants to improve their level of customer service.

For more information, please contact: