

Service Excellence

This course teaches participants the basics of customer service. Participants will learn how to develop and maintain a positive attitude, show extra attentiveness to customers, use customer-friendly language, and deal effectively with customer complaints and problems. Finally, participants will learn how to build rapport with customers, interpret non-verbal communication skills, provide quality customer service over the telephone, and communicate effectively through e-mail.

→ Course Benefits

You will:

- o Improve your customer service level by understanding them better
- o Enhance your relationship with your customers
- o Be able to retain more customers
- o Be able to handle difficult customers with professionalism

→ Course Duration

7 hours

→ Course Outline

- Customer service fundamentals
- Customer service skills
- Customer management
- Customer communication

→ Certification

Certificate of achievement will be awarded upon completion of assessment.

→ Who Should Attend

Working professionals from the service industry.

**Hurry,
Register Today!**

For more information, please contact: