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Learning Style: Online Instructor-Led

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Customer Service



About This Course:

Delivering exceptional customer service is key to building lasting customer relationships and driving business success. This comprehensive course is designed to equip participants with the skills and mindset needed to provide outstanding service across various channels. Through practical techniques and real-world scenarios, learners will explore how attitude, communication, and problem-solving play vital roles in customer interactions.

Course Objectives:

- Understand how personal attitude impacts customer service
- Identify and assess customer needs effectively
- Deliver exceptional customer service to encourage repeat business
- Build strong relationships through in-person interactions
- Provide excellent service over the phone
- Engage and support customers through online platforms
- Manage and resolve challenging customer situations professionally

Audience:

- Frontline customer service representatives
- Call center agents and support staff
- Sales associates and retail employees
- Hospitality and service industry professionals
- Administrative and office support staff
- Anyone interacting with customers or clients regularly
- Team leaders and supervisors looking to strengthen their customer service skills

Prerequisites:

- None

Course Outline:

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