



Professional Course in Customer Service

Date	Venues	(\$)Fees	Book your seat
08 Dec -12 Dec 2024	Kuala Lumpur	3150	Register Now

Course Overview

The Customer Service course provide the foundation for quality customer service and focuses on building life-long customer relationships by developing effective customer-care strategies.

The Customer Service course provides guidelines for emerging technologies such as Internet Chat. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service.

Course Objective

This course is designed for the student who has little or no experience

Who Should Attend?

This course is recommended for customer service professionals, service agents, front-line workers, managers, supervisors and business professionals, who wish to specialize in the customer service business segment.

Course Outline

- Business Communication Series
- Sales Series
- Business Etiquette and Professionalism Series
- Leadership Series

Training Methodology

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays