



---

## Professional Course in Customer Service

| Date                | Venues  | (\$ )Fees | Book your seat               |
|---------------------|---------|-----------|------------------------------|
| 15 Dec -19 Dec 2024 | Bahrain | 2800      | <a href="#">Register Now</a> |

## Course Overview

The Customer Service course provides 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