



Website : [www.bcdbh.org](http://www.bcdbh.org)

0097337256803

[info@bcdh.org](mailto:info@bcdh.org)

---

## Professional Course in Customer Service

Date	Venues	(\$)Fees	Book your seat
13 Apr -17 Apr 2025	Kuala Lumpur	3150	<a href="#">Register Now</a>

### 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