

Course Overview:

We designed this course for the development of your team members perception of customer service. In this course, we will introduce learners to the different aspects related to successful customer service management and how to implement and develop a culture of building customer relationship amongst your team members.

How long does it take to complete the course?

The duration of this course is 28 guided learning hours to complete.

Who is this course for?

This course is ideal for:

- ◆ Professionals who are already working in customer-facing environments
- ◆ Those who are seeking to work in employment opportunities that involves customer relationship building
- ◆ Teams and organizations who mainly work closely with customers

What topics does the course cover?

This course will cover the following topics:

- ◆ Service Mindset
- ◆ Right the first time
- ◆ On your Marks
- ◆ Service gone Sour
- ◆ Dare to Care
- ◆ We greater than I (We > I)
- ◆ Eye for Detail
- ◆ Inside Job
- ◆ Leap of Faith

Do I need any prior qualifications to start this course?

There are no formal entry requirements for this course. This course is open for anyone who would like to gain skills and knowledge about Customer Service Management.

Customer Service Management



What will I gain after completing this certification?

At the end of this course, you should be able to perform and gain the following:

- ◆ Understand the importance of getting service “right the first time”
- ◆ Instill values of quick responses to clientele requirements by taking proactive stance
- ◆ Generate initiative to react fast in a breakdown situation
- ◆ Make a lasting impression of care in the mind of the client
- ◆ Focus on the need for flexibility when serving clients
- ◆ Recognize the need to place the team’s needs and priorities before the individual’s priorities to deliver outstanding service.
- ◆ Learn to work effectively as a team by serving guests’ needs and expectations that cross the department’s functional boundaries

How is it assessed?

This course involves a variety of assessment methods such as role-playing, group activities, and individual tasks and assignments.

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