

## Professional Course in Customer Service

Date	Venues	(\$ )Fees	Book your seat
22 Dec -26 Dec 2024	Kuala Lumpur	3600	<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

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