

Business and Administration

Course Name

Diploma in Customer Services

Course Description

You will be assigned a dedicated Tutor who will visit you once a month to train, coach and support you throughout the duration of the course. You will agree a monthly action plan of activities to undertake and evidence to collect before your next session. At the end of this course you will; understand the main principles of customer service; be able to deal with customers effectively; develop robust customer service relationships; resolve customer service challenges; promote additional products and services based on customer need/demand; handle objections efficiently

Audience

Ideal for those who have or will have frequent contact with internal and/or external customers

Duration: 1 Day(s) **Class Size:** 1

Competence Name Awarded

N/A

Competence Awarded

N/A

Course Code

N/A

Prerequisite Name

N/A

Prerequisite Short Code

N/A

Skills Assessment Scheme Regime

N/A

Course Type

Face to Face

Download Date: 20/5/2024