

Professional, Workforce, Career and Executive Education



Skills for
Employment

Course Name

Applied Customer Service

Duration

6 Weeks

Cost: \$23,500.00; **Registration Fee:** \$2,500.00

Training Date:

See Calendar for dates: www.captech.edu.jm/calendar.php

Course Description

This course will help prepare learners for providing customer service in a variety of workplace situations. It focuses on the importance of service delivery as demonstrated by front line service providers, supervisors, and others in a service leadership role.

Course Topics

- Customer relations role in business operations
- Providing customer service within organisational policies
- Product and service knowledge
- Brand Ambassadors in Customer Service
 - Impression and image
 - Dressing and Grooming
 - Speaking and Listening
 - Body Language
- Characteristics of customers and their expectations
- Characteristics of effective customer service in organisations
- Characteristics of different customer service environment
- Flexibility in customer service
- Teamwork in customer service
- Handling problems
- Delivering service on the phone
- Delivering service at the front desk
- Formal and informal feedback
- Evaluating Customer Satisfaction
- Goal setting and action planning

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