



Professional Certificate in Customer Care Management Skills

Training Brief: The course is designed to build and provide necessary customer care skills needed to transform customer care in organizations and institutions. The course is meant to further improve on how organizations and institutions deal with their customers to enhance their service delivery, productivity and growth.

Learning outcomes

By the end of this training, participants will have:

- Adopted a consistent, professional communication style when speaking with customers
- Developed skills in engaging with customers and handling their enquiries effectively
- Listened effectively, asked questions and summarised to respond fully to a customer request
- Identified ways they can add value to customer relationships and exceed expectations
- Practised how to turn customer service disappointment into a positive experience

Target Group:

The course targets all those involved in interacting with customers on a day-to-day basis as well as those interested in building a professional career in customer care management.

Coverage

DAY	DETAILS
3-Days Training	<ul style="list-style-type: none">• Defining customer service excellence• Handling customer enquiries• Establishing customer needs and responding to requests• Handling work-based customer requests• Service recovery• Complaint handling practice• Building customer relationships

Award Upon Completion

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