



NATIONS
CORPORATE TRAINING



CERTIFICATE IN CUSTOMER SERVICE

For anyone seeking training in customer service and customer care.

ESSENTIAL 21ST CENTURY LEADERSHIP SKILLS



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  @NationsInc


UPSKILL GUYANA


**NATIONS SCHOOL
OF BUSINESS &
MANAGEMENT**

ABOUT THE COURSE

The certificate in Customer Care will teach the basics of customer service, and how focusing on customers and identifying their expectations can help you improve your customer service experience.

WHY CHOOSE THIS COURSE?

This course will teach you how to improve the way you or your organisation does business. Good customer service is the cornerstone of every successful business. It builds a loyal customer base, increases customer satisfaction and helps businesses to grow and prosper.

WHAT WILL I LEARN?

- Introduction to Customer Service
- Customer Service Communication Skills
- Customer Analysis: knowing your customer
- Calming an upset customer
- Telephone Customer Service
- Internet Customer Service
- Time Management Strategies
- Stress Management Strategies

COST

\$36,000.00

DURATION

18 Hours

Inhouse Training is available and can be tailored to suit your organisation's training needs.

CERTIFICATION

Successful learners will be awarded an ABMA certificate of completion. ABMA is an Awarding Organization based in the UK offering OFQUAL Regulated and Professional qualifications in the UK and internationally.