



Customer Service Essentials

Certificate: Course Completion Certificate
Duration: 1 Day
Course Delivery: Classroom / Virtual / On-site

Language: English
Credits: 8

Course Overview:

Providing outstanding customer service can make the difference between gaining, keeping, or losing a customer. In this one-day Customer Service Essentials training course, you gain foundational knowledge, leverage proven techniques, and apply best practices that will help develop and maintain mutually beneficial relationships with your customers, while continuing to grow your customer base. Gaining these essential customer service skills can help your company boost their customer retention and acquisition metrics.

Course Topics:

- Assessing your attitude to customer service
- Practicing verbal and vocal skills
- Handling customer complaints and difficult situations
- Demonstrating empathy and building rapport
- Defining the Golden Rules for Success

Course Feature:

You Will Learn How To:

- Adopt a confident, consistent approach that ensures great service
- Apply best practice communication techniques to connect with your customers
- Choose and apply techniques that create customer loyalty and exceed expectations
- Respond positively and constructively to customer problems

Certification:

Once after the training you receive course completion certificate from Mangates

Who can Attend?

No formal prerequisites are required to attend this course.