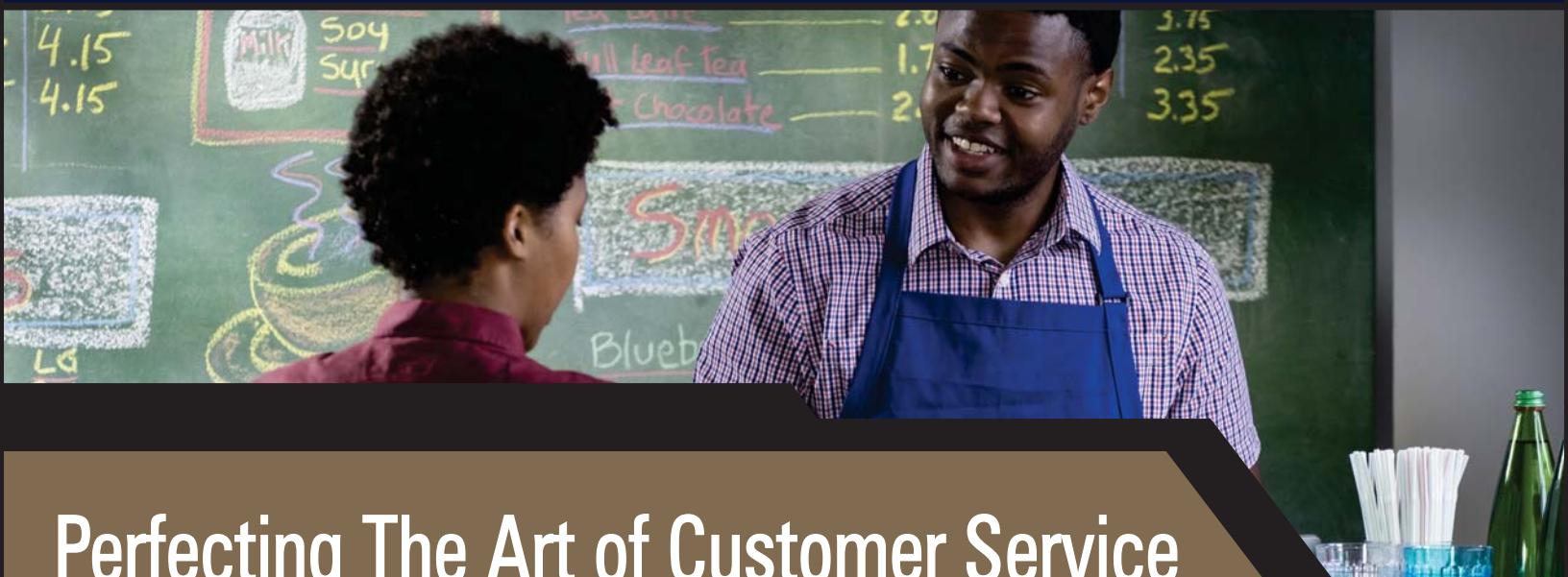


# VIRTUAL-ONLINE PERSONAL DEVELOPMENT COURSE



## Perfecting The Art of Customer Service

### CERTIFICATE COURSE

Starting Date | April 13th, 2021

DAY(S)	DAY TIME	EVENING
TUE & THUR	10:30 am - 12:15 pm	5:45 pm - 7:25 pm

#### PREREQUISITES

None

#### ABOUT THIS COURSE

This course provides guidelines and best practices for providing excellent customer service that will enable frontline associates and service staff in back-up and support roles to build, maintain, and increase a loyal customer base.

#### MAIN TOPICS

- Describe Customer Service Benefits
- Identifying How Customers Define the Success of Your Company
- Identify Characteristics of the Personal Touch
- Identify the Characteristics of Active Listening- Understanding Customer Service
- Focusing on the Customer
- Handling Complaints
- Delivering Excellent Customer Service on the Telephone
- Coping with stress

Duration	13 Weeks
Registration	\$50.00
Technology Fee	\$35.00 (Evening Class Only)
Work Book	FREE (PDF available Online)
Tuition Cost	FREE (A \$350.00 Value)

STUDENTS MUST HAVE A LAPTOP or DESKTOP COMPUTER

#### LEARNING OUTCOME:

Upon Completion of This Course, Students Will Have;

- An understanding of what customer service involves. Knowledge of customer service culture.
- Basic customer communication skills knowledge of customer service and behavior.
- Skills for handling customer problems Skills for managing personal stress and time while serving customers.
- Skills to enhance customer relationships an understanding of trends in Customer Service for the Twenty-First Century.

## Cyber Tech Career College

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