
























Customer Service Excellence Training

Course Title	Customer Services Excellence Two Day Workshops Riyadh Jeddah Khobar	
Course Duration	2 Days – (From 09:00 AM to 04:00 PM) – Date: 21-22 April 2012 Riyadh/Jeddah/Khobar	
Investment	SAR 1,950/- Per Participant Only (Group Discount Available)	
Introduction	<p>Are you facing challenges from your Customer Facing Staff? Are you getting too many complaints from your customers? Do you want to take your Customer Relations to the next level?</p> <p>If you answer is yes to any of this question – Consider nominating your Customer Facing Staff/ Managers to this 2 Days Workshop where they will be exposed to an amazing experience of developing their knowledge in customer service and lots of other required skills.</p> <p>Invest in your people to grow and your business will automatically grow!</p>	
Course Overview	<ul style="list-style-type: none">  What is Customer Service?  Who Are Your Customers?  Meeting Expectations  Setting Goals and Targets  Communication Skills  Dealing with Stress 	<ul style="list-style-type: none">  Telephone Techniques  Dealing with Difficult Customers  Dealing with Conflict  Workshop Wrap-Up  Learning from Examples  Certificates and Group Photo
Who Should Attend	<ul style="list-style-type: none">  Customer Services Supervisors And Managers  Hotels, Restaurants, Coffee Shops  Retail Shops, Outlets, Malls and Sales Points  Customer Service Representatives  Receptionists/ Telephone Operators / Call Center Agents 	<ul style="list-style-type: none">  IT Service Engineers/ Helpdesk Support / Technical Support Staff  Medical Staff and Healthcare Professionals dealing with patients  Marketing professionals and managers  Front line workers  Anyone and everyone who comes into contact with customers!  Sales Professionals
Course Material and Certificate	All course participants will be provided a ‘Course Manual’ .At the end of the course, course participants will be issued a participation certificate for ‘Customer Services Excellence’ .	

Our Customers



موبايلي
mobily

Microsoft

بنك الرياض
riyadh bank



العربي
anb

And

many more..

Contact

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Our Other Trainings

- ✔ PMP - Project Management Professional Training
- ✔ PMO - Project Management Office Setup Training
- ✔ ITIL Foundation Training
- ✔ Six Sigma Green Belt / Black Belt Training - Certificate by European Company
- ✔ ITSM Training by Highly Demanding Consultants
- ✔ ISO Certification Training (9001/OHSAS/SA8000/ 14000 etc)
- ✔ Sales, Marketing. Leadership Customized Training
- ✔ Lots of Other In house Training Programs