

Improving Customer Service

JTN Course Code – SKI003

AIM & OBJECTIVES

To ensure delegates are aware of the essential factors that are important in customer service and the need to develop a customer - friendly approach.

COURSE CONTENT

On completion of this training module, the delegates will have learnt:

- the meaning of customer service
- how to develop a customer friendly approach
- the professional qualities required in customer service
- telephone etiquette
- how to deal with an unsatisfied customer
- how to improve their organization's customer service

WHO SHOULD ATTEND

Anyone and everyone who comes into contact with customers.

LOCATION

Training and Theory Assessment

- JTN Training Centre, Miri, or
- Client's premises if suitable facilities are available*

DURATION

1 day

PARTICIPANTS

Minimum of 6, Maximum of 12

If this overview does not provide the information you require, please get in touch with us at contact@jtntechnicalservices.com

It is important to be as specific as possible about the information you would like, as this will help us to respond accurately and promptly. Where possible, please include a contact telephone number/ Skype screenname so we can contact you to discuss your request when necessary.

*Additional costings and changes in minimum & maximum participants may apply.

Disclaimer: Every effort has been made to ensure the accuracy of the information in this overview, which is believed to be correct at the time of publication.

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