

Customer Service Management

COURSE CONTENTS

- What's the customer service.
- The stages of customer service.
- The difference between the customer service and the customer experience.
- Good and excellent customer service.
- The principles of service excellence.
- How to treat the customer effectively.
- The effective words for customer service communication.
- Critical customer service mistakes.
- Forbidden phrases of customer service.
- Case study; examples of how to deal customer service