

Customer Service / Call Center Training

Learn how to deliver excellent customer service to increase sales and profits, reduce customer complaints, build customer loyalty, and foster employee teamwork and communication with this 1 day workshop. Catering to almost all industries, Call Center Excellence Training provides you with tips and tricks on how to be an essential provider of exceptional customer service.



Workshop Methodology

Lecture, Practical exercises, Group work, Case studies and Survey software

Who Should Attend

- This course is recommended for executives, managers, sales personnel, customer service representatives, operators, receptionists, administrative assistants, and support roles that require excellent rapport building skills for daily interaction with different kinds of people.

This course is offered by:



ACTVET Licensed Training Provider
License No. 0602/2016

Course Topics

- Service Impact
- Customer service is an attitude, not a department
- Customer Centered Service
- Formula for Success
- Customer Report card
- Active Listening Skills
- Choosing the right words
- Maintaining Positive Attitude
- Keeping yourself Motivated
- Assert to your advantage
- Persuasive Language
- Maintaining Composure
- Dealing with Difficult People
- Cultural Awareness
- Call Center Culture
- Call Center Metrics
- First Impressions
- Role Plays

Duration: 1-day

Time: 9:00 am – 5:00 pm

Fee: AED 1,475 per candidate

Reach our team for more information and course registration

Tel: +971 268 15957

Fax: +971 268 15958

Email: training@tatweer.ae

Website: www.tatweer.ae