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CSG / Customer Service

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Intended

All staff in customer service or coming in contact with clients on a regular basis.

- Content
- Introduction to VIP Service
 - Role & Responsibilities of the Staff
 - Communication Skills
 - Model /Barriers / Listening / Questioning
 - Customer Contact Skills
 - Appreciate the Customer / Validate their needs
 - Identify Solutions / Provide Support
 - Upset Customers
 - Social Styles
 - Cross Cultural Awareness
 - Stress

Duration 3 working days

Price RO 275 per participant

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