

<http://www.omanair.com/en/about-us/training/our-courses/csg-customer-service>



## 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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