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## Customer Service, VIP Handling Course

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Intended

This course is for airline employees who provide service directly to the passengers (ground staff, commercial, passenger's services, public relations).

- Content
- Defining service
  - Interpersonal skills steps to success
  - Making an impression
  - The protocol of customer's satisfaction
  - The communication process
  - Handling complaints
  - Resolving problem protocol
  - Handling compliments
  - Why do organizations loose customers?
  - Telephone techniques
  - Setting and maintaining high standards of services
  - Check your level of service
  - Obtaining customer feed back
  - Personal appearance and hygiene
  - Handling difficult customers

Duration 3 working days

Pricing RO 415 per participant