CSG / Customer Service



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