

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



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

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