



CLIENT MANAGEMENT & SERVICE TRAINING

Service That Secures Success

- Deliver Exceptional Client Experiences • Build Long-Term Relationships
- Strengthen Customer Loyalty



Audience

Client Management & Service Training is designed for professionals and organizations that want to strengthen their ability to manage clients effectively, deliver high-quality service, and build long-term customer relationships.

Ideal for:

- Customer service professionals and client support teams
- Sales professionals and account managers
- Business owners and entrepreneurs
- Customer success and relationship managers
- Business development professionals
- Frontline service staff in organizations
- Operations and service delivery managers
- Consultants and freelancers working with clients
- Startup founders managing client relationships
- NYSC members and fresh graduates interested in customer service and relationship management



Course Description

Client Management & Service Training focuses on equipping professionals with the knowledge and practical skills required to manage client relationships effectively and deliver outstanding service experiences.

Course Overview

Participants will learn strategies for improving communication with clients, strengthening service delivery systems, and building long-term relationships that support customer satisfaction and business growth.



Course Outline

- ❖ Module 1: Introduction to Client Management and Customer Service
- ❖ Module 2: Understanding Client Expectations and Needs
- ❖ Module 3: Effective Communication and Relationship Building
- ❖ Module 4: Delivering High-Quality Customer Service
- ❖ Module 5: Managing Client Feedback and Complaints
- ❖ Module 6: Building Client Loyalty and Retention
- ❖ Module 7: Service Recovery and Problem Resolution
- ❖ Module 8: Measuring Client Satisfaction and Service Improvement



Training Details

Duration: 1 Day

Training Fee: ~~₦~~150,000





Thank you



Hub 43, 2nd Floor 8, Jubilee way,
CMD Road Magodo Lagos



08033437278 ; 08094435952
info@alfred-victoria.com
www.alfred-victoria.com