



Customer Service Excellence Training Program

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- Delivering Delight • Driving Loyalty
 - Creating Impact



Audience

This course is designed for beginner to intermediate professionals who interact with customers directly or indirectly. It is suitable for customer service representatives, front desk officers, sales teams, relationship managers, and support staff across industries. It also benefits team leads and supervisors seeking to improve service delivery standards within their teams.

Ideal For

This course is particularly suited for individuals who:

Want to strengthen their customer interaction and communication skills

Handle customer complaints or service requests regularly
transitioning into customer-facing roles:

Customer Service Representatives

Front Desk / Reception Officers

Call Center Agents

Sales Executives and Associates



Course Description

This course provides a structured, practical approach to delivering high-quality customer service in professional environments.

It focuses on building core service skills, managing customer interactions effectively, and applying proven service frameworks to enhance customer satisfaction and loyalty.

Participants will engage in real-world scenarios, tools, and techniques that can be applied immediately in the workplace.



Course Outline

Foundations of Customer Service Excellence
Understanding Customer Needs and Expectations
Effective Communication and Relationship Management
Handling Complaints and Service Recovery
Strategies Service Quality Standards, Tools, and
Performance Metrics
Continuous Improvement and Customer Experience
Optimization



Training Details

Duration : 2 Days

Training Fee: 150,00





Thank you



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