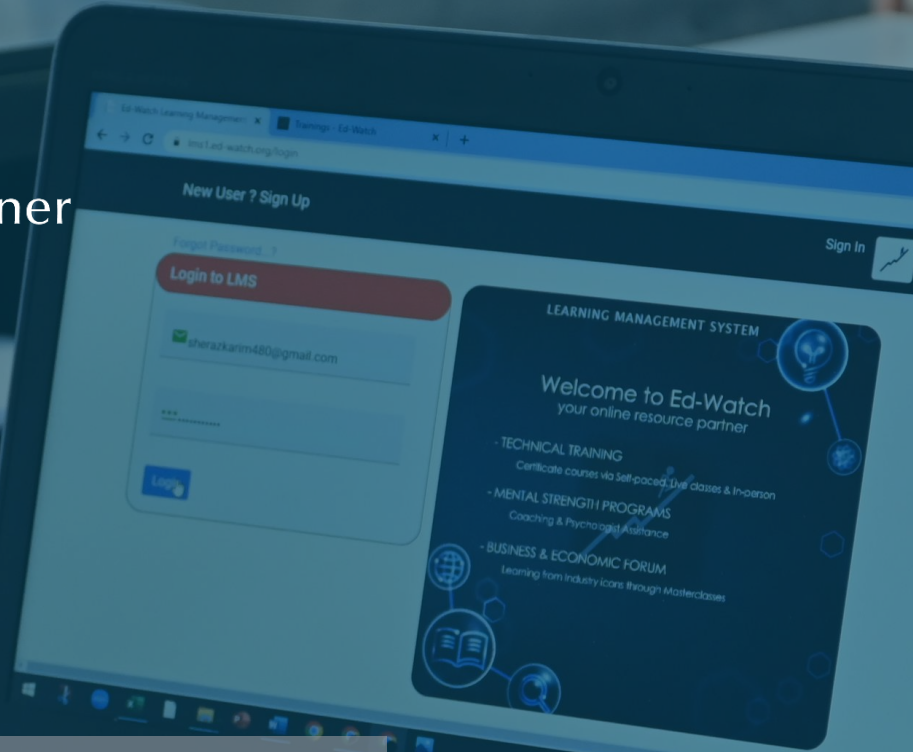




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GIVE YOUR CUSTOMERS A  
WORLD CLASS SERVICE



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# Program Overview

In today's over-competitive world, customers expect more from the brands they buy products or services from. They want solutions to the issues they face faster and look for more personal engagement from the customer services representatives. And all this is demanded on a variety of communication modes and channels. It is a must for ensuring customer satisfaction, as they get served by well-trained, confident, knowledgeable, and happy representatives in their work.

This course aims to guide the customer support staff on what they need to know to boost customer satisfaction and provide their customers the best experience possible across all channels.

This is a general course for support staff of all levels with varying degrees of knowledge and experience and equips them to deal with all kinds of customers, problems, and scenarios that can hinder business so they can work towards ensuring continued customer loyalty.



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### **OBJECTIVES OF THE PROGRAM:**

At end of the program, participants should:

- Have learnt the best way to approach customer service
- Make their service and interaction more customer-oriented
- Have the key skills and competencies vital to become effective and efficient customer service representative to provide next-level customer experience without feeling pressured
- Be able to identify and eliminate barriers in the way of excellent customer service
- Be able to keep up with changing trends to serve their customers

### **LEARNING MODULES: (6 MODULES)**

1. Core Philosophy and Approach to Customer Service
2. Focus on the Customer
3. Skills for Effective Customer Service
4. Competencies and Attitude for Effective Customer Service

### **LEARNING MODULES:...cont.**

5. Barriers to World-class Customer Service
6. Stay on Top of Your Game

### **DELIVERY:**

- E-Learning – Self-paced – available from September 2023
- Course duration: 3 Hours
- Virtual Classes 1 hour once a month
- 24/7 Support
- 60% passing criterion
- Quizzes & Assignments

### **PAYMENT:**

- US\$ 89 [Pay now](#)
- Group discounts & installments available ([contact@ed-watch.org](mailto:contact@ed-watch.org))



Scan to pay



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# Training Programs by Ed-Watch

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# REACH OUT TO US



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