

Run the Service Experience | Academy

ACHIEVE THROUGH PEOPLE

WHO SHOULD ATTEND:

- Customer contact team members

LEARNING OUTCOME:

Attendees will learn how to provide an exceptional service experience exceeding all customer's expectations while using the various customer-centric tools and approaches.

TRAINING OUTLINE:

- Brand, product/service and customers knowledge
- Personal branding
- Vocational fundamentals
- Customers touchpoints
- Customers experience
- Engaged selling
- Handling complaints

Attendees

12 - 14

Duration

TBA

depending on need