

Certified Customer Service Professional

London (UK)

6 - 10 January 2025

UK Training

PARTNER



Certified Customer Service Professional

Code: CC28 From: 6 - 10 January 2025 City: London (UK) Fees: 4700 Pound

Introduction

The Certified Customer Service Professional Course is designed to provide participants with the skills and knowledge necessary to deliver exceptional customer service. The course is ideal for individuals who want to enhance their customer service skills or work in customer-facing roles.

Course Objectives

- Provide participants with a comprehensive understanding of customer service principles and practices.
- Equip participants with the skills necessary to deliver exceptional customer service experiences.
- Improve customer satisfaction levels and loyalty.
- Increase customer retention rates and sales revenues.
- Develop customer service professionals who can serve as effective ambassadors for their organization.

Course Outlines

Day 1

Introduction to Customer Service

- Definition of customer service and its importance
- The role of customer service in business success
- The impact of customer service on customer satisfaction and loyalty
- The key principles of customer service excellence
- Trends and future directions in customer service

Day 2

Effective Communication Skills for Customer Service

- Understanding customer communication styles
- Active listening techniques
- Effective verbal and non-verbal communication
- Empathy and emotional intelligence in customer service
- Conflict resolution and problem-solving skills

UK Training

PARTNER



Day 3

Managing Customer Expectations

- Understanding customer expectations and needs
- Setting and managing customer expectations
- Handling difficult customers and situations
- Providing appropriate solutions and alternatives
- Creating a culture of service excellence

Day 4

Service Recovery and Continuous Improvement

- Handling service failures and customer complaints
- Service recovery strategies and techniques
- Developing a service recovery plan
- Monitoring and measuring customer satisfaction levels
- Continuous improvement in customer service

Day 5

Service Excellence and Professional Development

- Strategies for achieving service excellence
- Creating a customer-centric culture
- Identifying and leveraging customer service opportunities
- Developing customer service goals and action plans
- Personal and professional development in customer service

Note: The course could be modified or customized based on the specific needs of the participants or organization.

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

UK Training
PARTNER

Blackbird Training Cities

Europe



Podgorica (Montenegro)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)



Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Refinement

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 training@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

