

Certified Customer Service Professional

*Istanbul (Turkey)*

*18 - 22 August 2024*

UK Training

**PARTNER**



## Certified Customer Service Professional

Code: CC28 From: 18 - 22 August 2024 City: Istanbul (Turkey) Fees: 3900 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](mailto:training@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

