

Certified Customer Service Professional

Istanbul (Turkey)

16 - 20 August 2026

UK Training

PARTNER



Certified Customer Service Professional

Code: CC28 From: 16 - 20 August 2026 City: Istanbul (Turkey) Fees: 3900 Pound

Introduction

The Certified Customer Service Professional Course is designed to equip participants with the expertise and tools required to excel in delivering exceptional customer experiences. Whether you're an aspiring customer service professional or already working in a customer-facing role, this training ensures you master the best customer service skills to drive satisfaction, loyalty, and business success.

Participants will learn what is a customer service professional, explore strategies for enhancing service excellence skills, and gain insights into the meaning of customer service skills. Through this course, you'll be prepared to provide top-tier service, earning recognition as a certified customer service specialist.

Course Objectives

By the end of this course, participants will:

- Understand the key principles of excellent customer service skills and their importance in business success.
- Develop and apply effective customer service skills for improved interactions and outcomes.
- Learn how to identify and manage customer expectations, even in challenging situations.
- Master strategies for service recovery to handle customer complaints effectively and retain loyalty.
- Build a customer-centric culture and contribute to the organization as a certified customer service professional.
- Enhance personal and professional growth through customer care training.
- Achieve certification as a certified customer service professional, positioning themselves for career growth.

Course Outlines

Day 1: Introduction to Customer Service

- What are customer service skills, and why are they vital?
- The role of customer service responsibilities in driving business success.
- Impact of good customer service skills on customer satisfaction and loyalty.
- Key principles of service excellence skills.
- Emerging trends in customer care.

Day 2: Effective Communication Skills for Customer Service

- Understanding different customer communication styles.
- Techniques for active listening to improve interactions.
- Effective verbal and non-verbal communication for clarity and empathy.
- Leveraging emotional intelligence in service excellence.

A graphic of a chessboard with several pawns. A large gold king piece is in the foreground, with other pawns in silver and gold. The text 'UK Training PARTNER' is overlaid on the image.

UK Training
PARTNER

- Tools for conflict resolution and problem-solving.

Day 3: Managing Customer Expectations

- Identifying customer needs and expectations.
- Strategies to set realistic and clear expectations.
- Dealing with difficult customers with patience and professionalism.
- Offering solutions that align with the organization's goals.
- Building a culture of service excellence.

Day 4: Service Recovery and Continuous Improvement

- Effective handling of service failures and complaints.
- Best practices for service recovery and customer retention.
- Creating and implementing a robust service recovery plan.
- Methods to monitor and improve customer satisfaction levels.
- Continuous improvement techniques for customer care training.

Day 5: Service Excellence and Professional Development

- Strategies to achieve service excellence skills.
- Shaping a customer-centric culture within the organization.
- Identifying opportunities for improvement in customer service.
- Setting personal and organizational goals for customer support certification.
- Career growth through professional customer service training and certification.

Why Attend this Course? Wins & Losses!

- Gain certified customer service professional credentials that enhance your career prospects.
- Acquire best customer service skills to drive customer satisfaction and retention.
- Understand the benefits of customer care training for your professional development.
- Master strategies for delivering excellent customer service skills that align with industry standards.
- Develop the ability to handle customer complaints effectively and turn challenges into opportunities.

Conclusion

The Certified Customer Service Professional Course is your gateway to mastering the art of exceptional customer service. With a focus on customer service responsibilities, service excellence skills, and certified customer service training, this program empowers you to transform every interaction into a success story.

Join us to enhance your customer service skills, gain a customer support certification, and build a career as a certified customer service specialist. Start your journey to becoming an indispensable asset to any organization today!

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, sans-serif font.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients

 <p>MANNAI CORPORATION MANNAI Trading Company WLL, Qatar</p>	 <p>GAC UNE FILIALE D' EGA Alumina Corporation Guinea</p>	 <p>Booking.com Booking.com Netherlands</p>	 <p>OXFAM Oxfam GB International Organization, Yemen</p>	 <p>Capital Markets Authority Kuwait</p>
 <p>Waltersmith Waltersmith Petroman Oil Limited Nigeria</p>	 <p>QNB Qatar National Bank (QNB), Qatar</p>	 <p>Qatar Foundation Qatar</p>	 <p>AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania</p>	 <p>KFAS Kuwait Foundation for the Advancement of Sciences KFAS Kuwait</p>
 <p>Reserve Bank of Malawi Malawi</p>	 <p>Central Bank of Nigeria Nigeria</p>	 <p>Ministry of Interior Kingdom of Saudi Arabia Ministry of Interior, KSA</p>	 <p>Mabruk Oil Company Libya</p>	 <p>Saudi Electricity Company KSA</p>
 <p>BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p>NATO Italy</p>	 <p>ENI ENI CORPORATE UNIVERSITY, Italy</p>	 <p>GULF BANK Gulf Bank Kuwait</p>	 <p>General Organization for Social Insurance KSA</p>
 <p>Defence Space Administration Nigeria</p>	 <p>National Industries Group (Holding) Kuwait</p>	 <p>Hamad Medical Corporation Qatar</p>	 <p>USAID Pakistan</p>	 <p>STC STC Solutions, KSA</p>
 <p>North Oil Company North Oil company,</p>	 <p>EKO EKO Electricity</p>	 <p>OMAN BROADBAND Oman Broadband</p>	 <p>UNITED NATIONS UN.</p>	 <p>Authority for Electricity Regulation, Oman Authority for</p>

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
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 Elevation

Technical Courses

Artificial Intelligence (AI)
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



Sales@blackbird-training.com



www.blackbird-training.com

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER