

## Customer Experience Excellence

*Maldives (Maldives)*

*1 - 5 December 2025*

UK Training

# PARTNER



## Customer Experience Excellence

Code: CC28 From: 1 - 5 December 2025 City: Maldives (Maldives) Fees: 4700 Pound

### Introduction

In today's competitive business world, delivering excellent customer experience is not just a strategy—it's a necessity. Customer experience CX encompasses every interaction a customer has with a company, profoundly influencing customer satisfaction, loyalty, and overall business outcomes.

This 5-day course, "Customer Experience Excellence," is designed to equip participants with the tools and strategies needed to understand, design, and deliver exceptional customer experiences. From exploring the fundamentals of what is customer excellence to mastering the latest techniques to increase customer satisfaction, participants will gain actionable insights into creating meaningful and impactful customer interactions.

### Course Objectives

- Introduce the importance of customer satisfaction and the role of CX in driving business success.
- Provide a clear understanding of customer excellence goals and how to achieve them.
- Teach practical methods for designing and delivering excellent customer service experiences.
- Equip participants with tools to measure CX performance through customer survey satisfaction and advanced metrics.
- Foster a customer excellence strategy by embedding a customer-centric mindset within the organization.
- Enable participants to continuously improve CX through innovation and effective feedback mechanisms.

### Course Outlines

#### Day 1: Introduction to Customer Experience CX

- What is customer excellence? Understanding the significance of CX in modern business.
- Exploring the link between excellent customer experience and business success.
- Introduction to customer-centricity and its role in achieving customer excellence goals.

#### Day 2: Key Components of CX

- Creating a customer journey map: From awareness to advocacy.
- Identifying touchpoints and critical moments of truth.
- Designing seamless experiences to increase customer satisfaction.

#### Day 3: Strategies for Enhancing CX

- Building a customer excellence strategy that aligns with business objectives.
- Exploring the importance of customer satisfaction in fostering loyalty.
- Utilizing technology and innovation for customer excellence training.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver. The text 'UK Training' is in a small, black sans-serif font, and 'PARTNER' is in a large, bold, black sans-serif font below it.

UK Training  
**PARTNER**

## Day 4: Measuring CX and Customer Satisfaction

- Understanding the Voice of the Customer VoC and gathering actionable feedback.
- Measuring success through Net Promoter Score NPS and other key CX metrics.
- Identifying ways to measure and analyze customer survey satisfaction effectively.

## Day 5: Continuous Improvement in CX

- Implementing initiatives to maintain customer experience excellence.
- Managing customer complaints and ensuring service recovery.
- Developing a CX roadmap to sustain customer satisfaction goals.

## Why Attend this Course: Wins & Losses!

- Clear Understanding of Customer Excellence: Learn what is customer excellence and how to implement it in your organization.
- Enhanced Skills: Gain tools to design, deliver, and measure excellent customer experience.
- Innovative Techniques: Discover ways to improve customer satisfaction and embed a culture of excellence.
- Strategic Alignment: Develop a customer excellence strategy to align CX initiatives with business goals.
- Practical Insights: Leverage real-world examples and case studies to achieve lasting results.

## Conclusion

Achieving customer experience excellence is a journey that requires continuous learning, strategic planning, and a commitment to exceeding customer expectations. By enrolling in this course, you'll gain the knowledge, tools, and strategies needed to deliver excellent customer service, improve CX, and foster long-term customer loyalty.

Don't miss this opportunity to transform your approach to customer experience and unlock new levels of success for your business. Enroll 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'.



## 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)



Florence (Italy)



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



MANNAI Trading  
Company WLL,  
Qatar



Alumina Corporation  
Guinea



Booking.com  
Netherlands



Oxfam GB International  
Organization,  
Yemen



Capital Markets  
Authority,  
Kuwait



Waltersmith Petroman Oil Limited  
Nigeria



Qatar National Bank  
(QNB),  
Qatar



Qatar Foundation,  
Qatar



AFRICAN UNION ADVISORY  
BOARD ON CORRUPTION,  
Tanzania



KFAS  
Kuwait



Reserve Bank of  
Malawi,  
Malawi



Central Bank of Nigeria  
Nigeria



Ministry of Interior,  
KSA



Mabruk Oil Company  
Libya



Saudi Electricity  
Company,  
KSA



BADAN PENGELOLA  
KEUANGAN Haji,  
Indonesia



NATO  
Italy



ENI CORPORATE  
UNIVERSITY,  
Italy



Gulf Bank  
Kuwait



General Organization for  
Social Insurance  
KSA



Defence Space Administration  
Nigeria



National Industries  
Group (Holding),  
Kuwait



Hamad Medical  
Corporation,  
Qatar



USAID  
Pakistan



STC Solutions,  
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS  
UN.



Authority for

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

UK Training  
**PARTNER**

