

## **CBP<sup>®</sup> CUSTOMER SERVICE SEMINAR**

Duration: 12 hours

### **Course Overview**

The CBP™ Customer Service Certification provides the foundation for quality customer service and focuses on building life-long customer relationships by developing effective customer-care strategies.

The CBP™ Customer Service certification module provides guidelines for emerging technologies such as Internet Chat. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service.

### **Who Should Attend**

This course is recommended for customer service professionals, service agents, front-line workers, managers, supervisors and business professionals, who wish to specialize in the customer service business segment.

### Course Topics



- Introduction to Customer Service
- Customer Service: Communication Skills
- Customer Analysis: Knowing Your Customer
- Calming Upset Customers
- Telephone Customer Service
- Internet Customer Service Skills
- Time Management Strategies
- Stress Management Strategies



**Maximum number of participants: 20**

