



Customer Service Manager



A learner-centred, online qualification

ONLINE CUSTOMER SERVICE ACADEMY

Lead and motivate your team to deliver outstanding customer service!



What you will gain from this course

Successful organisations understand the importance of excellent customer service. Managers and team leaders, equipped with the right skills and understanding, can implement a culture of excellent customer service in an organisation, making a big difference for the business. Learn how to do it by taking this exciting online course. When you complete all the assessments you will gain a **Customer Service Global** accredited certificate.

Who should take this course?

All managers and team leaders with responsibility for delivering excellent standards of service will benefit, whether new to management, or already experienced managers.

Delivery format:

40-50 hours of learning, all online, all at your own pace.

How to enrol:

Purchase through the secure online shop at www.customerserviceglobal.com and start learning immediately.

Key features:

- Ideal for new or experienced managers and team leaders
- Valuable, accredited customer service qualification
- Delivered wholly online
- Develop best practice in leading customer service teams
- Practical, work-based activities to make the learning totally relevant to your management role

Benefits for individuals:

- Any time, any place learning
- Become a qualified customer service manager
- Straightforward assessments for each module

Course modules:

1. Introduction
2. Managers and customer service excellence
3. Setting and communicating objectives
4. Putting the customer first
5. Getting the right people and resources
6. Creating the customer focused culture
7. Dealing with difficult situations
8. Making it happen
9. Embedding innovation in your team
10. Continuous professional development