



Customer Service Professional



A learner-centred, online qualification

ONLINE CUSTOMER SERVICE ACADEMY

Enhance your customer service skills
and gain a recognised qualification – online!



What you will gain from this course

This comprehensive and interactive course teaches you all the best practices in today's world of customer service. The self-paced delivery allows you to study at times to suit your preference, enabling you to develop your knowledge and skills to provide even better service for customers. When you complete all the assessments you will gain a **Customer Service Global** accredited certificate.

Who should take this course?

Anyone who interacts with customers, including internal customers – the colleagues you work with day-to-day, will benefit from the qualification.

Delivery format:

30-40 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.

Benefits for businesses:

- Innovate through outstanding customer service
- Improve customer loyalty and employee performance
- Reduce training and development costs
- Meet your organisational service goals

Benefits for individuals:

- Any time, any place learning
- Become a qualified customer service professional
- Straightforward assessments for each module
- All online, with work-based activities to make the learning totally relevant

Course modules:

1. Introduction
2. Basic concepts of customer service
3. Developing relationships with your customers
4. Customer service in different organisations
5. Features and benefits
6. Effective communication
7. Service excellence through teamwork
8. Delivery systems
9. Laws and codes of practice
10. The you factor