



SPECIAL
★ Discount ★
FOR 10 PARTICIPANTS OR MORE



Topic:

MASTERING CUSTOMER SERVICE EXCELLENCE: TRAINING FOR FRONT LINE EXECUTIVES & EXECUTIVE ASSISTANTS

COURSE CONTENT

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| <i>1. Understanding Customer Needs</i> | <i>9. Emotional Intelligence</i> |
| <i>2. Effective Communication Skills</i> | <i>10. Continuous Improvement</i> |
| <i>3. Problem- Solving and Decision - Making</i> | <i>11. Role - playing and Simulation Exercises</i> |
| <i>4. Time Management and Prioritization</i> | <i>12. Feedback Mechanisms</i> |
| <i>5. Professionalism and Etiquette</i> | <i>13. Leadership and Teamwork</i> |
| <i>6. Conflict Resolution</i> | <i>14. Technology and Tools</i> |
| <i>7. Product and Service Knowledge</i> | <i>15. Ethics and Integrity</i> |
| <i>8. Cultural Sensitivity and Diversity</i> | |

DATE: 20TH TO 22ND FEBRUARY, 2024
INVESTMENT: GHC 2,000.00

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