

# TRAINING SUMMARY

<u>COURSE NAME</u>	Customer Service	<u>LENGTH</u>	35 mins
<u>COST</u>	\$49.99	<u>LANGUAGE</u>	English
<u>JURISDICTION</u>	National (Canada)	<u>VOICEOVER</u>	Yes

## DESCRIPTION

In the face of relentlessly increasing business pressure, stellar service stands out as a way to build competitive difference, revenue, and loyalty. In this module, learn how to understand customer expectations, profile difficult customer situations, and deal with customer objections using a proven model for effective complaint resolution. This course covers assertive techniques and positive language to diffuse difficult situations, reduce stress, promote team camaraderie, and create a positive customer experience.

## LEARNED TOPICS/OBJECTIVES

- Understanding what is great customer service and why it is important
- The different types of challenging customers
- How to overcome each type
- How to develop a positive customer experience

## ASSESSMENT

Testing conducted throughout this course is designed to reinforce the information presented. A mark of 80% must be achieved in order to receive a certificate of completion. Participants are able to repeat the course if the pass mark is not achieved.

Upon successful completion of this online course, a certificate of completion will be available for download and printing.