



ONLINE
COURSE

CUSTOMER SERVICE

BROCHURE

Improve your customer service and yourself in the process.

The Customer Service eCourse will provide you with the skills that you can use to provide the best service to any customer you interact with, whether they are an internal or external customer. Not only will you be able to differentiate between internal and external customers, you will also learn how to:

- Recognise how your attitude affects customer service.
- Express outstanding customer service over the phone.
- Manage difficult customers.



DURATION

4 weeks online access



STUDY TIME

8-9 hours study time



INTERNATIONAL CERTIFICATION



CONTINUING EDUCATION UNITS (CEU'S)

0.9 CEU's



The
Leadership
CENTRE
DEVELOPING TOMORROW'S LEADERS

Each and every one of us serves customers, whether we realise it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by paying salaries and keeping the company running. Or maybe you're a company owner, serving your team and your customers.

The Customer Service eCourse will look at all types of customers and how you can improve your service and yourself in the process. You will be provided with a strong skillset including in-person and over the phone techniques, dealing with difficult customers and generating return business.

eCOURSE INCLUDES

- 4 Weeks Online Access.
- Customer Service eBook per phase.
- Customer Service Templates and Exercises.
- Quick Reference Sheet.
- Online Exam.
- International Certification.

KEY OUTCOMES

On completion of this eCourse, you will be able to:

- Define what customer service means in relation to all your customers, both internal and external.
- Recognise how your attitude affects customer service.
- Identify your customer's needs.
- Express outstanding customer service over the phone.
- Connect with customers through online tools.
- Manage difficult customers.

CERTIFICATION & ACCREDITATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

The Leadership Centre is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

GET IN TOUCH

Should you have any queries, please contact us at The Leadership Centre.

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HAPPY LEARNING

The Leadership Centre Team

