



ACHIEVE
THROUGH ACTION

Course

CUSTOMER SERVICE TRAINING

www.achievetroughaction.com

CUSTOMER SERVICE TRAINING

TARGET MARKET

- Customer Service Agents
- Marketing and Sales Agents
- Front of House Staff
- Sales Managers
- Guesthouse Staff
- Restaurant Staff
- Booking Agents
- Receptionists
- Call Center Agents

CUSTOMER SERVICE TRAINING

COURSE OUTLINE

- Introduction to Customer Service
- The Service Professional
- Customer Engagement
- Service and Sales Integration
- Consumer Excellence
- Strategic Purposes
- Service, Sales and Delivery Teams
- A Service Culture in Organizations

Thank you
**WE LOOK FORWARD TO WORKING
WITH YOU**

For more information contact:

Annelize Morkel M.Com (Business Management)

082 875 5935

annelize@achievetroughaction.com

www.achievetroughaction.com

