



Customer Service Training

CPD, Institute of Hospitality

Description

The online Customer Service Training course aims to help users provide high-quality customer service by offering them best-practice techniques when it comes to interacting with customers. This online course can be completed in as little as 35 minutes and provides the user with a printable certificate upon completion.

Sections

- 1. What is good customer service?**
- 2. Communicating with your customer**
- 3. Handling Customer Complaints**
- 4. Room for improvement**