



PUBLIC WORKSHOP

20TH & 21ST DECEMBER



CUSTOMER SERVICE WORKSHOP

Underpromise, carefully understate and consistently overdeliver. Customer service is all about exceeding expectations. People like to be pleasantly surprised. This guarantees repeat business and greater word of mouth promotion. Knowing your customer, building relationship, listening to them, analysing feedback, and genuinely trying to surpass their requirements is what would guarantee a business long term and loyal customers. This workshop will equip you with techniques and skills for excellent service, how to determine customer needs and how to build rapport. It will also enable you to manage sticky situations carefully and handle angry customers better.

WHO SHOULD ATTEND ?



Anyone who is in a customer facing job and wants to improve their customer service skills.

WHEN & WHERE ?



20th & 21st of December 2015 in a hotel in Dubai.

COSTS



US\$ 1200 Includes Buffet Lunch & Snacks. Early Bird Discounted Price **US\$1000**