



**TYLOS**

تايلوس للتنمية البشرية  
human development

# EFFECTIVE CUSTOMER SERVICE SKILLS

## COURSE OUTLINE

### Overview: Why choose this course?

You won't be able to achieve an excellent output if you're just going to leave the job in the machines to work for the tasks in your company. Having an excellent job performance will always come from labor force although technology plays a big role for the enhancement. One of the most crucial jobs is in the Customer Service department since they are the people that are in-charged in communicating and completing all the customers' requirement, answering queries, complaints and etc. As we have this saying that the people are the backbone of a company, company must always look after their people. They should make sure that everyone will have all the opportunity to grow and enhance their ability and skills.

By taking up this course, an individual will acquire knowledge and skills to better serve the customers as well as companies growth. As we are always facing changes in the market one of the requirements is to have a well-trained people.

Effective Customer Service skills will help you achieve what you are aiming with a high standard capacity which will be useful while communicating in all means.

### Learning Outcomes:

Learner will be able to gain skills on how to communicate and deal with different people in the market.

Learn the verbal skills and lingual standards used in the field of Customer Service.

Gain the confidence to handle frustrated customers and know what to say so as to not escalate issues.

Learn how to efficiently multitask and manage the tasks at hand to minimize delay and maximize efficiency.

### Who should attend?

This course is intended to those individual who's aiming to have skills and knowledge how to communicate effectively through oral or written means.

### Training Tools and Methodology:

Training Aids and Materials  
Powerpoint/ Videos  
Assessments/ Lectures

### Teaching Language:

Arabic/English

### Duration:

40 hrs.

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