



**REDROCK**

International

*Believing in People*

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# CUSTOMER SERVICE

**Service is a philosophy — not a department, a program or a policy.**

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This course will help employees understand that members of a company must understand the concepts of providing service and that they cannot leave it up to one department to do it all.

## **Overview**

This course will explain that customer service means the customer will have their needs met respectfully and completely. The customer could be an internal or an external one. This doesn't mean the customer always gets what they want, nor does it mean the customer is always right.

CAIRO • DUBAI • LONDON • DOHA • SEOUL

## HOW THIS COURSE WORKS

This course will address the critical elements of customer service, and we will discuss the 6 steps that need to be covered in order to achieve a customer centric company and standards.

## WHAT YOU WILL LEARN

- To understand who your customers are
- How to communicate with them
- How to solve their problems
- How to deal with difficult situations and customers

### The Experience:

Self Awareness  
Building Relationships  
Planning  
Communication

## WHAT YOU WILL RECEIVE

IN THIS COURSE YOU WILL RECEIVE THE FOLLOWING:

- Course Workbook
- Feedback & Action Plan
- RedRock International Certificate of attendance



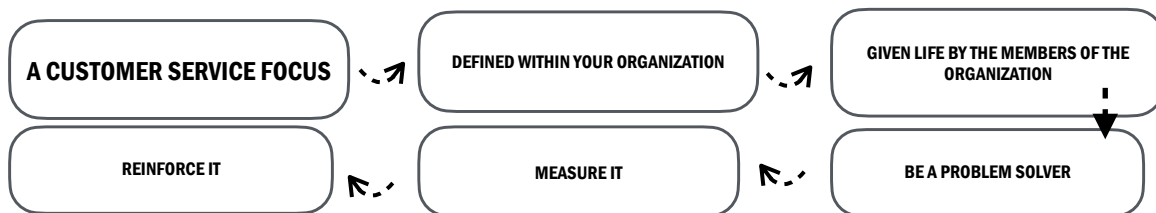
### Duration

Two days

See our website for more details

## COURSE MODEL

### THE CRITICAL ELEMENTS OF CUSTOMER SERVICE



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