



**ACE  
INTERNATIONAL  
EDUCATION**



## **Diploma in Customer Service Orientation**

This course will give you a comprehensive understanding of customer services and the needs of your customers. You will learn to deal with customers positively for maximum business impact and gain confidence in managing customer requirements to a high level & enhancing your company's brand & reputation.

### **You'll learn how to:**

- \* identify and address customer needs
- \* motivate your staff to provide exceptional service
- \* improve telephone skills
- \* manage staff reactions to complaints.

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Shares what works.



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