



INNOVATIVE MANAGEMENT & PROFESSIONAL TRAINING

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CBP[®] CUSTOMER SERVICE SEMINAR

Duration: 12 hours

Course Overview

The CBP[™] Customer Service Certification provides the foundation for quality customer service and focuses on building life-long customer relationships by developing effective customer-care strategies.

The CBP[™] Customer Service certification module provides guidelines for emerging technologies such as Internet Chat. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service.

Who Should Attend

This course is recommended for customer service professionals, service agents, front-line workers, managers, supervisors and business professionals, who wish to specialize in the customer service business segment.

Course Topics



- Introduction to Customer Service
- Customer Service: Communication Skills
- Customer Analysis: Knowing Your Customer
- Calming Upset Customers
- Telephone Customer Service
- Internet Customer Service Skills
- Time Management Strategies
- Stress Management Strategies



Maximum number of participants: 20

