

Course Code: **M571**

# Increase Your Business with Excellent Customer Service

## COURSE INFORMATION

Sessions  
1 day

Duration  
7.5 hrs

Level  
Beginner

Assessment  
NA

### VENUE

**Address:** 3/5 Esan Close, College Estate, Off Oko Oloyun Street, Off Isheri-Igando Expressway, Igando Lagos, Nigeria 100216.

## WHAT'S THIS COURSE ABOUT

LU1 Customer's Needs and Feedback

Topic 1: Who We Are and What We Do - Understanding Customers & Customer Service

Who Are Customers? (internal/external)

What is Customer Service?

Who Are Customer Service Providers?

Topic 2: Establishing Your Attitude

Appearance Counts!

The Power of a Smile

Staying Energized

Staying Positive

Topic 3: Identifying and Addressing The Customer's Needs

Understanding the Customer's Problem

Staying Outside the Box

Meeting Basic Needs

Going the Extra Mile

Topic 4...

## COURSE FEE

Full Fee NGN 170,000.00

## CERTIFICATION

- **Certificate of Completion from Tertiary Courses** - Upon meeting at least 75% attendance and passing the assessment(s), participants will receive a Certificate of Completion from Tertiary Courses.

## REGISTRATION

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<https://www.tertiarycourses.com.ng/increase-your-business-with-customer-service.html>



SCAN TO REGISTER

## SUPPORT

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**Email:** info.tertiarycourses.ng@gmail.com

**Tel:** +234 813 093 230