



**TTCAA**  
Safer Skies

## QUALITY CUSTOMER SERVICE DELIVERY

### Course Description:

Gaining and retaining customers is a key priority for all businesses, but if your employees don't have customer service skills, neither of these things will be easy to achieve. Equipping employees with superior customer service skills should be a top priority for every business.

### Target Audience

- All levels of staff

**Duration**– 3 Days

**Location**- TTCAA-CATC

**Language**- English

### Course Objectives:

- Quality Customer Services
- In-Person Customer Service
- Recognize and Address the needs of the Customer
- Initiating Repeat Business
- Giving Customer Service over the Phone
- Providing Electronic Customer Service
- Recovering Difficult Customers
- Understanding When to Escalate
- 10 tips to knock their socks off
- Customer service report card