

Pelayanan

World Class Customer Service

Tatap Muka

Good service results when the provider exceeds the customer's expectations. Quality service is one of those concepts that is easy to talk about but difficult to deliver. Delivering quality service requires tremendous energy, skill, and determination.

Apa yang akan akan pelajari

Adjust the way we approach others to support a vibrant customer culture, understand and apply a customer-focused approach to service, resolve customer complaints from rational and emotional perspectives

Mengapa Anda ingin mempelajarinya

Demonstrating behaviors or helpfulness, genuine interest, and respect influences customer behavior.

Bagaimana ini akan membantu Anda

Creating and maintaining a customer service attitude involves understanding expectations, going above and beyond, and being a customer advocate.