

Customer Management (Level 1)

Course Overview

Customer Management (Level 1) is designed for professionals to provide quality services such as meeting customer's expectations, improve customer's experience and using proper techniques in managing service failure. This module focuses on improving business relationships with customers, assisting in customer retention and driving sales growth.

Learning Outcomes

- Carry out measures to address customers' needs and expectations
- Respond to service challenges in the service environment
- Employ proper techniques to attend to customers during a service failure
- Escalate feedback on areas of improvement to enhance the customer experience

Who is it for?

The one-day programme is catered for those who are looking to understand and refine their customer management skills for the logistics industry.