



ST. VINCENT & THE GRENADINES COMMUNITY COLLEGE

SUMMER WORKSHOP

Introduction to Customer Service for Business Success

Date: 7th – 8th August, 2024

Time: 9:00 a.m. - 3:00 p.m. daily

Cost: \$200.00

Resources needed: Laptop

Certificate to be Awarded: Certificate of Participation in Introduction to Customer Service

Registration and Payment Deadline: 2nd August, 2024 (full payment required)

Course Overview: In today's fast-paced and competitive business landscape, exceptional customer service is not a bonus; it is a necessity. In this course, participants will delve into the critical role that customer service plays in building strong, lasting relationships with clients and driving business success. From enhancing customer satisfaction to fostering loyalty and retention, the need for exceptional service has never been greater.

Participants will be introduced to the skills necessary for the establishment and maintenance of good customer service. Participants will explore the fundamental principles, best practices, and practical strategies to excel in the art of customer service through the use of technology, communication skills and strategies to retain customers.

Age: 16 years +

What will I learn? At the end of the workshop, participants will have better proficiency in:

- Understanding Customer Service
- Effective use of Technology in Customer Service
- Problem Solving and Conflict Resolution
- Effective Communication Skills for Customer Service
- Knowing your Products and Services
- Strategies for Customer Retention

Who should attend this course? Anyone 16 years and older, seeking to gain knowledge or improve their ability to deliver quality customer service to retain customers.

Modality: Face-to-Face

Location: Computer Lab Villa Campus