



Customer Service Certificate Training

WorldHost Fundamentals

9am - 4pm on Thursday July 20, 2017

Cost: \$100 includes lunch

WorldHost Fundamentals training is a full day of fun and interactive exercises and learning whether you are new to customer service or a seasoned professional.

The workshop includes the following topics:

- Understanding the importance of excellent customer service skills
- Making customers feel welcome through remembering names and making conversation
- How the power of positive first impressions can contribute to an exceptional customer experience
- Learning to anticipate customer needs and handling concerns
- Effective communication skills that will help build customer relationships and develop problem-solving skills
- Listening skills; how to effectively hear, understand, empathize with and respond to customers

We also offer closed workshops for your organization's employees or clients. Please call to inquire.



To Register

Phone: 250.545.0585

Email: worldhost@nexusbc.ca