



Over 50 years of Academic Excellence.

GRAFFINS COLLEGE

CERTIFICATE IN CUSTOMER CARE & SERVICE

About This course:



'Customer service' describes the guidance a business gives its customers. This course explains how to provide great customer care service over the phone. We outline 'defusing' techniques and customer management practices to help you build a good rapport with clients over the phone. Why should you provide great customer service? What is true customer loyalty? This CRM training course answers such questions and improves your communication skills.

- Enhanced Skill Set.
- Improved Job Prospects.
- Career Advancement.
- Higher Earning Potential.
- Confidence and
- Competence.

Benefit:



- Career Management
- Delegating
- Goal Setting
- Leveraging Your Networks
- Managing Your Boss
- Meeting Management
- Presentation Skills
- Stress Management
- Time Management

Skills Learned



3 months

Duration



**Start Date:
Learning Option:**



New Classes Start Every Month.

Learning Mode - In class and Online.

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