



<b>Training Course</b>	<b>Customer Service Skills</b>
<b>Course Language</b>	English
<b>Course Duration</b>	Total Number of hours : 18 Days : 3 Time : 8 am – 2pm
<b>Course Objectives</b>	<ul style="list-style-type: none"><li>• To provide knowledge and skills of customer service to the participants.</li><li>• To distinguish between good and bad service and to prioritize customer needs.</li></ul>
<b>Course Content</b>	<p>Course Key Topic areas Include:</p> <ul style="list-style-type: none"><li>▪ How does organization determine customer needs and expectations?</li><li>▪ How do we measure if customer needs have been met?</li><li>▪ Facts of customer service</li><li>▪ Steps of customer service</li><li>▪ Tips to improve customer service skills</li><li>▪ Customer service quality measurements</li><li>▪ How to be customer focused – listening, communicating, measuring, customer satisfaction &amp; then exceeding customer's expectations.</li></ul>
<b>Learning Outcomes</b>	<ul style="list-style-type: none"><li>▪ Participants will be able to:</li><li>▪ Describe exceptional Customer Service.</li><li>▪ Understand services skills, and its importance.</li><li>▪ Recognize service success loop &amp; customer needs.</li><li>▪ Understand different customer behavior styles</li><li>▪ Understand steps of service.</li><li>▪ Recognize the importance of positive attitude.</li><li>▪ How to deal with difficult customer.</li><li>▪ Comprehend and apply Service quality Measurements.</li><li>▪ Develop a personal action plan to improve their customer service skills</li></ul>



**Instructor Details  
& Brief Instructor  
Bio**

**Name: Malik Nasir Nawaz**

**Malik Nasir Nawaz is a Learning & Development expert with more than 20 years of Human Resource experience. He is specialized in custom made trainings & delivering personal and professional development courses such as; Work Life Balance, Stress Management, Time Management, Selling Edge, Negotiation Skills, Team Building, Train the Trainer, Train the Teacher, Communication Skills and other Influencing Skills at work.**

**After attaining the MBA degree from USA, he started his professional career from BANK OF AMERICA in United States of America, and after working in various financial institutions moved over to Pakistan and remained associated with Service/Hospitality industry for over 14 years.**

**Leading Organizational Development Initiatives is one of his main fortes, and he has implemented various Training programs in Service, Financial, Medical and Hospitality industries. His training philosophy envisages that learning happens quicker and easier when the delegates are able to engage and enjoy the process. With over 2 decades of Training & Development experience, Malik Nasir can develop and facilitate learning experiences for leaders and leadership teams, utilizing 360 assessments and other feedback mechanisms. He can also actively associate with people from various cultural backgrounds to bridge the areas in communication and comprehend the changing needs of an organization. He is a Core member of Industry Advisory Group of National Vocational and Technical Education Commission Pakistan (NAVTEC)**

**Course Fees**

**QAR 3000**

**15% discount for online registration and payment**

**15% corporate discount for 4 or more participants.**