

## About

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The Customer Excellence course focuses on delivering exceptional customer service and building strong customer relationships. Participants will learn practical strategies to exceed customer expectations, handle challenging situations, and create memorable customer experiences. Ideal for professionals aiming to enhance their customer service skills and drive customer loyalty for organizational success.

## Objective

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The Customer Excellence course aims to enhance participants' ability to deliver exceptional customer service by building strong relationships, exceeding customer expectations, and handling challenges effectively. Participants will learn practical strategies to create memorable customer experiences, drive loyalty, and contribute to organizational success through personalized service and effective communication. Through interactive learning activities and case studies, participants will gain the skills and confidence to consistently deliver outstanding service and foster customer satisfaction and loyalty.

## Prerequisite

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- Working knowledge of English language (Read, Write, Speak)

## Exam & Certification

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- KHDA certificate is awarded upon successful completion of the course.

## Content

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- Introduction to Customer Excellence
- Building Strong Customer Relationships
- Exceeding Customer Expectations
- Handling Challenging Situations
- Creating Memorable Customer Experiences
- Driving Customer Loyalty
- Practical Applications and Case Studies
- Conclusion and Action Planning