

Certified Customer Service Professional (CCSP) Training

Marketing, Sales, Customer Service
Vienna (Austria)
06 - 10 Oct 2025

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Certified Customer Service Professional (CCSP) Training

Ref: 321715_144716 **Date:** 06 - 10 Oct 2025 **Location:** Vienna (Austria) **Fees:** 4400 **Euro**

Course Description

This intensive 5-day Certified Customer Service Professional CCSP course is designed to equip participants with the essential skills and knowledge needed to excel in customer service roles. Through a combination of theoretical concepts and practical applications, attendees will learn to deliver exceptional customer experiences, handle challenging situations, and drive customer satisfaction and loyalty.

Learning Objectives

- Develop a deep understanding of customer service principles and best practices
- Master effective communication techniques for various customer interactions
- Learn strategies for handling difficult customers and resolving conflicts
- Understand the role of emotional intelligence in customer service
- Gain proficiency in using customer service technologies and tools
- Prepare for the CCSP certification exam

Course Modules

Day 1: Foundations of Customer Service Excellence

- Introduction to customer service principles
- Understanding customer expectations and perceptions
- The customer service mindset
- Building rapport and trust with customers

Day 2: Effective Communication in Customer Service

- Active listening techniques
- Verbal and non-verbal communication skills
- Writing professional emails and messages
- Adapting communication styles to different customers

Day 3: Handling Challenging Customer Situations

- De-escalation techniques for angry customers
- Problem-solving and decision-making in customer service
- Turning complaints into opportunities
- Managing customer expectations

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Day 4: Emotional Intelligence and Customer Service Technology

- Developing emotional intelligence for customer interactions
- Empathy and its role in customer service
- Overview of customer service software and tools
- Leveraging social media for customer support

Day 5: Service Recovery and Certification Preparation

- Service recovery strategies and best practices
- Measuring and improving customer satisfaction
- CCSP certification exam preparation
- Course review and practice scenarios

Practical Wins for Participants

- Improved ability to handle difficult customer interactions confidently
- Enhanced communication skills applicable across various channels
- Increased knowledge of customer service technologies and their applications
- Preparation for the CCSP certification exam to advance your career

A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board has a checkered pattern, and there are concentric circles in the background.

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