

Certified Customer Service Professional

Marketing, Sales, Customer Service Casablanca (Morocco) 24 - 28 Mar 2025

uk Traininig PARTNER

www.blackbird-training.com



Certified Customer Service Professional

Ref: 321715_144734 **Date:** 24 - 28 Mar 2025 **Location:** Casablanca (Morocco) **Fees:** 3300 **Euro**

Introduction

The Certified Customer Service Professional Course is designed to provide participants with the skills and knowledge necessary to deliver exceptional customer service. The course is ideal for individuals who want to enhance their customer service skills or work in customer-facing roles.

Course Objectives

- Provide participants with a comprehensive understanding of customer service principles and practices.
- Equip participants with the skills necessary to deliver exceptional customer service experiences.
- Improve customer satisfaction levels and loyalty.
- Increase customer retention rates and sales revenues.
- Develop customer service professionals who can serve as effective ambassadors for their organization.

Course Outlines

Day 1 Introduction to Customer Service

- Definition of customer service and its importance
- The role of customer service in business success
- The impact of customer service on customer satisfaction and loyalty
- The key principles of customer service excellence
- Trends and future directions in customer service

Day 2 Effective Communication Skills for Customer Service

• Understanding customer communication styles



Head Office: +44 7480 775 526 | 0 7401 177 335 Email: training@blackbird-training.com Website: www.blackbird-training.com



- Active listening techniques
- Effective verbal and non-verbal communication
- Empathy and emotional intelligence in customer service
- Conflict resolution and problem-solving skills

Day 3 Managing Customer Expectations

- Understanding customer expectations and needs
- Setting and managing customer expectations
- Handling difficult customers and situations
- Providing appropriate solutions and alternatives
- Creating a culture of service excellence

Day 4 Service Recovery and Continuous Improvement

- Handling service failures and customer complaints
- Service recovery strategies and techniques
- Developing a service recovery plan
- Monitoring and measuring customer satisfaction levels
- Continuous improvement in customer service

Day 5 Service Excellence and Professional Development

- Strategies for achieving service excellence
- Creating a customer-centric culture
- Identifying and leveraging customer service opportunities
- Developing customer service goals and action plans
- Personal and professional development in customer service

Note: The course could be modified or customized based on the specific needs of the participants or organization.





Blackbird training cities

Accra1 (Ghana)	Amman (Jordan)	Amsterdam (Netherlands)	Annecy (France)
Baku (Azerbaijan)	Bali (Indonesia)	Bangkok (Thailand)	Bangkok (Thailand)
Barcelona (Spain)	Batumi (Georgia)	Beijing (China)	Beirut (Lebanon)
Berlin (Germany)	Birmingham (UK)	Bordeax (France)	Boston,Massachusetts (USA)
Brussels (Belgium)	Cairo (Egypt)	Cape Town (South Africa)	Casablanca (Morocco)
Cascais (Portugal)	Copenhagen (Denmark)	Doha (Qatar)	Dubai (UAE)

Düsseldorf (Germany)

Head Office: +44 7480 775 526 | 0 7401 177 335 Email: training@blackbird-training.com Website: www.blackbird-training.com





Blackbird Training Category



Human Resources



Secretary & Admin



Supply Chain & Logistics



Health & Safety



Aviation



Audit & Quality Assurance



Law and Contract Management



Management & Leadership



Telecom Engineering



C-Suite Training



Finance, Accounting, Budgeting



Project Management



Professional Skills



Hospital Management



Agile and Refinement



Marketing, Sales, Customer Service



IT & IT Engineering



Oil & Gas Engineering



Customs & Safety





Blackbird training Clients

Β.

Booking.com

Netherlands



MANNAI Trading Company WLL, **Qatar**



Nigeria

QN

Qatar No (C

Ce

GAC

UNE FILIALE D'EGA

Alumina Corporation

Guinea



Qata ank Oatar



Oatar Foundation, Oatar



Oxfam GB International Organization, **Yemen**



Capital Markets Authority, Kuwait



KFAS Kuwait



Reserve Bank of Malawi, **Malawi**



ral Bank of Nigeria Nigeria



Ministry of Interior, KSA

eni

ENI CORPORATE UNIVERSITY, Italy



AFRICAN UNION ADVISORY BOARD ON CORRUPTION, Tanzania

Mabruk Oil Company Libya



Ś

General Organization for Social Insurance KSA

General Or

الشركة السعودية للكهريا. Saudi Electricity Company

BPKH Badan Pengelola Keuangan Haji

BADAN PENGELOLA KEUANGAN Haji, Indonesia



Defence Space Administration



NATO

Italy

الصناعات الوطنية (القابدية) National Industries Group (Holding), Kuwait



North Qil company,



EKO Electricity



Hamad Medical Corporation, **Oatar**



Oman Broadband



USAID Pakistan

بنك الخليج GULF BANK

Gulf Bank Kuwait



UN.



STC Solutions, KSA





Head Office: +44 7480 775 526 | 0 7401 177 335 Email: training@blackbird-training.com Website: www.blackbird-training.com

ES BLACKBIRD FORTRAINING

LONDON TRAINING PROVIDER