

Customer Service in the real world

Duration: 4 Hours

Participants will go beyond the basics, progressively applying and mastering the skills they've learned in the previous class

Next Level Practice & Mastery | Group:

- Practice real-world customer service scenarios in a supportive, collaborative environment.
- Engage in interactive role-playing exercises to build confidence and reinforce skills learned during the initial training.
- Receive immediate feedback from peers and the instructor to fine-tune techniques.
- Learn how to handle challenging situations and customer interactions with poise and professionalism.

Next Level Practice & Mastery | 1-on-1:

- Personalized coaching to address individual strengths and areas for improvement.
- Receive tailored feedback and actionable steps for applying customer service strategies in participant specific role.
- Practice techniques in a one-on-one setting to further enhance skills and confidence.

Focus on overcoming personal challenges or barriers to success in customer interactions