



WORKSHOPS

INTRODUCTION TO CUSTOMER CARE- I



COURSE INTRODUCTION

DRA Consulting is a Human Resource Consulting firm that exists to support the transformation of people into high performing business professionals, and organizations into cultures of service. We help bring people and companies into alignment with the professional vision they have for themselves.

DRA Consulting has decades of experience training employees in various soft skills. Over time, we have focused on training companies so that they become Customer Centric in their vision and stand out in a business landscape where the customer experience is key to competitiveness.

Through our work we have realized that businesses need staff that are equipped and ready to meet the Customer Care and business demands of present day. Companies who are serious about evolving, surviving and thriving require employees who can keep up.

We have thus created the “Introduction to Customer Care - I ” workshop, to introduce individuals to the skills and tools required of the customer facing professional.

INTRODUCTION TO CUSTOMER CARE-I

TARGET GROUP

1. Customer Service or Customer Facing Employees who require training to be effective in their roles
2. Professionals interested in Customer Service positions
3. Professionals interested in adding Customer Engagement Skills to their skillset



PROGRAM PARTICULARS

- ▶ Course Duration: 1 Day
- ▶ Time: 8:30am-4:00pm
- ▶ All Participants who successfully complete the Workshop will receive a Certificate of Participation

PROGRAM TOPICS

- ▶ Professional Business Practices
- ▶ Individual Excellence
- ▶ The Customer Centred Employee
- ▶ What is Customer Care
- ▶ The Image, Language and Voice of Service
- ▶ The Eager to Serve Attitude
- ▶ Diffusing Customer Anger
- ▶ Managing Different Types of Customers



PARTICIPANT REQUIREMENTS

- ▶ 5 CXC Passes including English

HOW TO REGISTER FOR THE WORKSHOP

Fill out the relevant Workshop Registration Form Online

You will receive correspondence from DRA Consulting to confirm your registration

You will receive a quote for the Workshop

Confirm your attendance by making your payment

Submit any additional details required for your Workshop

CONTACT US



- ▶ Access the Registration Form at www.draconsultingt.com
- ▶ Call us at – 622-6762
- ▶ Email us at- info@draconsultingt.com