

Certified Customer Service Professional (CCSP)

Course Outline

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About Certified Customer Service Professional (CCSP)

Customer service is regarded as one of the best industries for professionals and executives. Jobs for customer service professionals are predicted to increase across industries, making it a good career choice for anyone who wants to have ample growth opportunities. Candidates with customer service certification can also find employment in a various roles in an organization like administrative and support services.

The Certified Customer Service Professional Certification will equip the participants with effective customer handling techniques and Best Practices.

This Certification facilitates participants' systematic measurement of required skills and mindset so that proper development plans can be established accordingly.

Every company or corporates require customer care professionals whether it is small or large organization, so there is a good demand form skilled professionals.

Customer service certification comprises of helping your customer-facing employees learn and practice the skills they need to provide great customer service. These skills include sharpening communication skills so employees can communicate effectively with customers, and helping them learn how to anticipate and analyze different kinds of interactions with customers so they know how to handle them effectively.

What Modules are covered?

Module 1 - Introduction to Customer Service

Module 2 - Providing Excellent Customer Service

Module 3 - Customer Service in the Hospitality Industry

Module 4 - Customer Service in the Retail Industry

Module 5 - Customer Service in the Public Sector