



Call Center Customer Care

- > Work on your call center soft skills, pronunciation, spoken English and email skills
- > This course is designed to help anyone who works in a call center environment
- > Transform your call center customer service from a liability into an asset

The Voice and Ears

Call center staff are the voice - and ears - of your business. Make you understand what your customers want first time.

Techniques

Walk and talk professional customer service naturally. Learn the speaking, listening and soft skills for success. Deal with difficult customers. Maximise service delivery.

Practise

Put it all together in realistic role plays and scenarios. Get feedback from your peers and trainer.