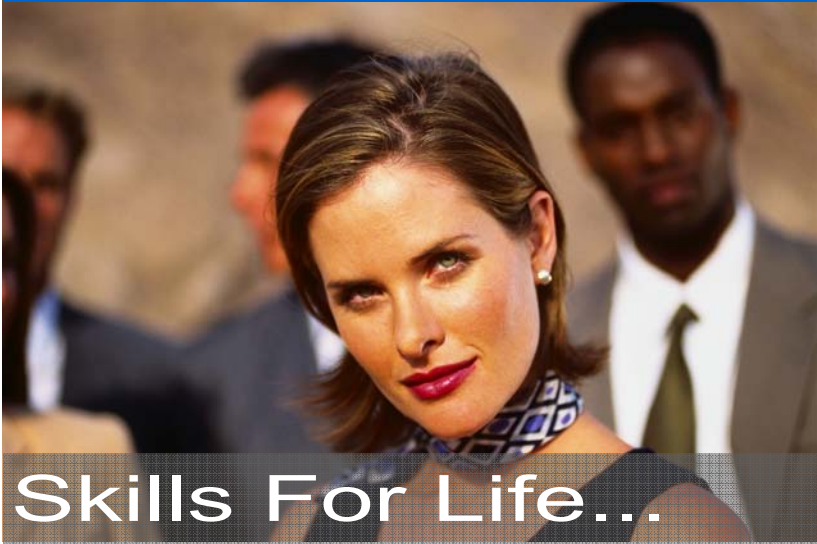


Customer Service

Skills for the 21st Century



Course Overview - (10-12 hours)

The **CBP™ Customer Service Certification** provides the foundation for quality customer service and focuses on building life-long customer relationships by developing effective customer-care strategies. The module provides guidelines for emerging technologies such as email and Internet chats. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service. Upon completion of the class, all students are eligible to take the **CBP™ Customer Service** exam.

- Introduction to Customer Service
- Communication Skills
- Knowing your Customer
- Calming Upset Customers
- Telephone Customer Service
- Internet Customer Skills
- Time Management Strategies