SPIE TRAINING
FROM INSPIRATION TO RESULTS

Customer Service Excellence

HRD CORP CLAIMABLE COURSE

ABOUT THE COURSE

Deliver exceptional service by building trust, understanding customer needs, and communicating with clarity. Develop skills in empathy, active listening, and problem-solving to enhance satisfaction and long-term loyalty.

COURSE HIGHLIGHTS

- Understanding Customer Needs
- Building Strong Customer Relationships
- Providing Unique and Tailored Customer Experiences

HRD CORP COMPLIANCE INFORMATION

Scheme: SBL- Khas
Claimability: 100% claimable for HRD Corp registered employees
Requirements: Min 80% attendance , completion of all assessment modules.
Documentation: SPIE Training provides necessary attendance sheets and invoices for e- TRiS claim process

WHY THIS MATTERS

Effective Communication

Master techniques such as tone, clarity, and active listening to better understand and address customer needs.

Proactive Problem Solving

Leverage strategies to resolve issues efficiently, manage difficult customers, and handle stress with confidence.

Boost Customer Loyalty

Exceptional service fosters trust and ensures repeat business.