

ONLINE COURSES

Professional Training and Occupational Services Inc. Overview

Online Programmes 2020

- We are a full service customer experience development company with over 12 years experience designing and implementing customer service programmes for employees and leaders
- Our workshops are highly interactive with discussions, worksheets, games and so much more!
- We have been able to pivot and migrate all our existing programmes online and we can facilitate these sessions via Microsoft Teams

Service First Workshop

- Your key to customer satisfaction
- The language of positive communication and customer expectations
- The basics of quality customer care
- Teamwork development
- Telephone tips for success
- Email tips for success
- Communication
- Some barriers to effective listening
- Managing your emotions
- How to handle and angry customer
- Service recovery



We can customize an **ONLINE** workshop for you by developing, designing and implementing the programme using the Microsoft Teams Platform

CUSTOMIZE
More ways to create



Past Clients



VICTORIA MUTUAL