

ONLINE COURSES

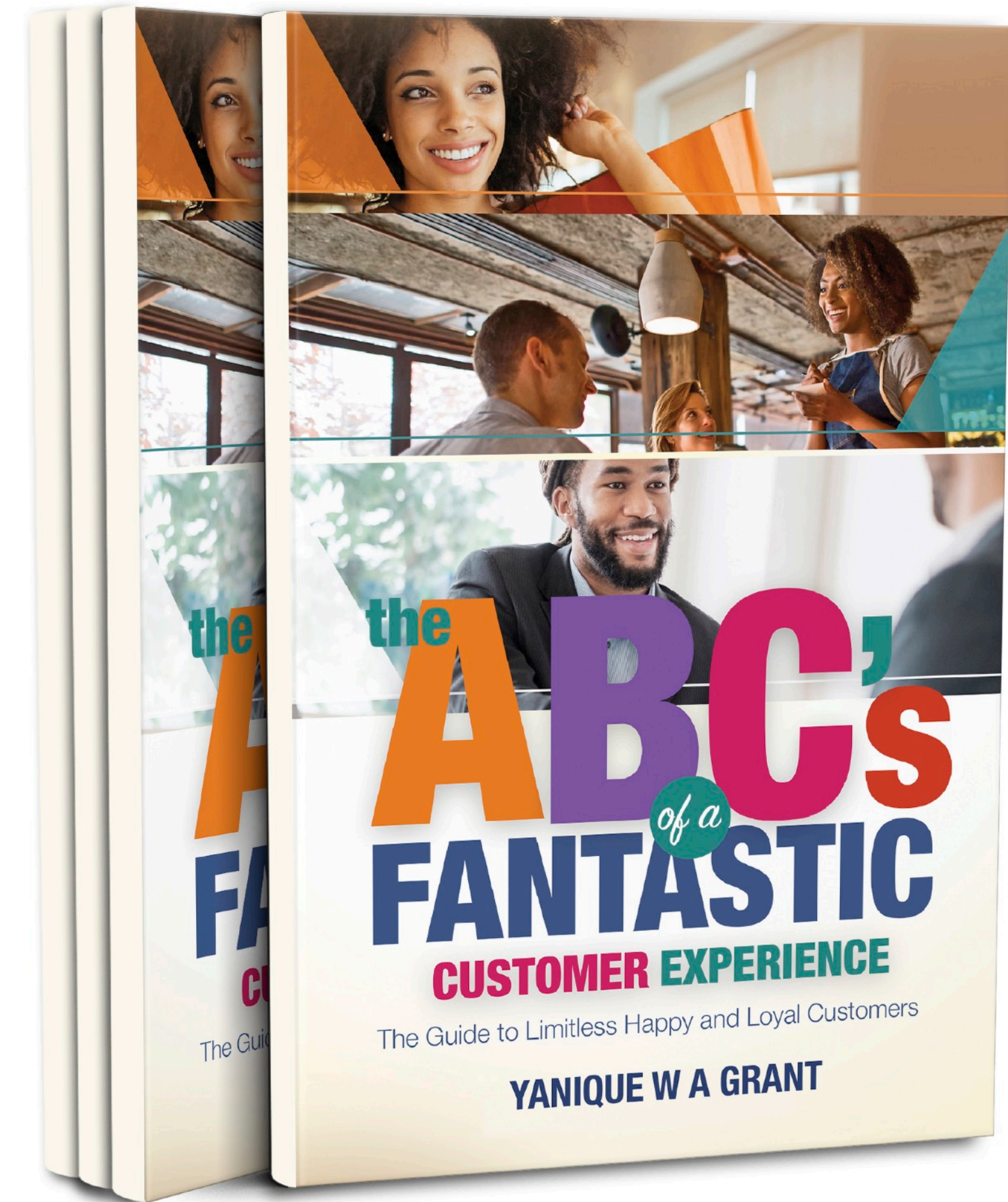
Professional Training and Occupational Services Inc. Overview

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

The ABC's of a Fantastic Customer Experience

- 26 easy to follow strategies and steps to enhance customer experience
- Each chapter covers a different letter that can help the employee navigate the customer experience
- Each chapter provides 2-3 introspective questions on how you are tactically applying the techniques daily to improve your customer experience delivery
- Topics include: Attitude, Bold Brand, Communication, Develop Your Skills and Potential, Empathy, Find Solutions, Guarantee, Healthy Mind and Healthy Body, Innovation in Your Company



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