



I am Certified Business Professional

The CBP™ Customer Service training and Certification program is aimed towards persons interested in learning the very essential basics in the Customer Service. The course was developed with experienced Customer Service gurus across the business world. In this certification program you will learning the meaning of Customer Service, understand the importance of Customer Service, identify and describe the fundamental communication skills required for Customer Service. this course culminates the fundamentals and skills that every person in the field of Customer Services should have. 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 CBP™ Customer Service certification module provides guidelines for emerging technologies such as Internet Chat. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service.



Description

The CBP Customer Service manual covers the following topics:

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

Course Objective

Successful completion of this course will increase your knowledge and ability to:

- Develop effective communication skills
- Present a professional image
- Analyze your customers
- Understand the 5 key steps to calming upset customers
- Master telephone customer service
- Develop internet customer skills
- Develop successful time management strategies
- Express successful stress management strategies

Who Should Attend

This course is designed for candidates who wish to specialize in specific business skills segments.

Prerequisites

This course requires that students meet the following prerequisites:

- The candidate must have a commitment to the pursuit of excellence.
- The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Course Duration

The standard duration of this course is 16 contact hours. Contact hours scheduling may vary depending on your requirement.

Certification Testing

This course helps you prepare for the following certification test CBP C20-507.

- Achieving more than 70% in the test conducted at the end of the course

Arrange to take the certification test for this course within six weeks of acquiring the course materials, as exams are updated regularly in accordance with current versions.

CBP™ Professionals that have completed the CBP™ Customer Service course can also register for the following courses to achieve the CBP Executive™ credential (Sales, Business Communication, Business Etiquette and Leadership).

Approvals & Accreditation

- The Ministry of Labour, Kingdom of Bahrain
- International Business Training Association (IBTA)

For more information please feel free to contact:

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