

**Course Name:**

Excellence in Customer Service

**Availability:**

Continuous / Online

**Enrolment Information**

Phone: (705) 521-8324 ext. 450

<http://www.norcattraining.com>

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**Course Description**

If you're outgoing and energetic, with a natural desire to help people, then you may enjoy a career in the customer service industry.

NORCAT's Excellence in Customer Service program introduces potential customer service representatives to the fundamentals of customer service, while highlighting specific methods for communicating and dealing with customers effectively.

**Course Outline**

- Making a Good First Impression
- Communicating Effectively
- Fulfilling Customer Needs
- Dealing with Customer Complaints
- Using Common Sense