


Quality Customer Relations

Quality Customer Relations

 Seminar

 4 Dates available

 Certificate of Completion

 Virtual learning

 16 Lessons

 Available online

Seminar Number: PH-C09-QCR-VC

Status: 31.08.2024. All current information can be found at <https://academy-ph.tuv.com/s/PH-C09-QCR-VC>

This course will allow you to equip your organization with the knowledge and mindset towards winning your customers' trust and business through quality service that is sustainable, continuing, and sincere in the light of the latest Quality Management Principles and relevant ISO 9001: 2015 clauses.

Benefits

At the end of the course, learners should be able to:

- Identify the basic concepts of Quality Customer Service / Relations towards Customer Service Excellence including their implications to the company's growth and employees' professional development;
- Enumerate and explain the Quality Management Principles and ISO 9001: 2015 clauses related to customer service;
- Analyze types of customers and suggested strategies to handle them;
- Apply the required knowledge, skills, and competencies for customer service officers; and
- Evaluate customer satisfaction through different assessment tools.

Target group

This course is recommended for Key personnel who interface with customers frequently; supervisors and other management personnel.

Requirements

No prerequisite

Training outline

1. Understanding Quality Service and Service Culture

- What is Service?
- Building Blocks of Service Quality and Culture

2. Building your Quality Customer Service

- Effective Communication for Quality Customer Service
- Telephone Skills to Achieve Customer Satisfaction

3. Knowing your Customers

- Needs, Behaviours and Preferences
- Types of Customers
- Effective Ways to Handle Customers on the Phone and in Person

4. QMS and Customer Service

- Quality Management Principles related to Customer Service
- ISO 9001: 2015 Clauses related to Customer Service
- Evaluating Customer Satisfaction using effective and innovative assessment tools

Other information

For payment and other inquiries, please contact Ms. Sarah Mayol, Sales Executive (Sarah.Mayol@tuv.com |+63 998-848-0707).

ADDITIONAL INFORMATION

- Fees are inclusive of training materials and certificate.
- Unless specified in the course brochure, training fees subjected to a 12% VAT.
- All participants are required to pay 50% down payment before the first day of the training.

CANCELLATION POLICY

- TÜV Rheinland Philippines, Inc. reserves the right to postpone and cancel public courses.
- Unless cancelled by TÜV Rheinland Philippines, training fees are non-refundable.
- Participants with late cancellation (five days prior the training schedule) will not be refunded. Full amount of the training fee will be charged and invoiced.
- Transferability: If you are unable to attend, a substitute delegate may attend in your behalf. Please provide the name and title of the substitute delegate

Event overview and booking

Book your desired date now directly online at <https://academy-ph.tuv.com/s/PH-C09-QCR-VC> and benefit from these advantages:

- Fast booking process
- Personal customer account
- Simultaneous booking for several participants.

Alternatively, you can use the order form to order via fax or e-mail.

Order form Page 1/3

I HEREBY BINDING REGISTRATION FOR THE FOLLOWING SEMINAR:

Quality Customer Relations

Seminar Number: PH-C09-QCR-VC

Please choose an appointment you would like to book:

- 09/11/2024 - 09/12/2024**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 10/24/2024 - 10/25/2024**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 11/28/2024 - 11/29/2024**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 12/16/2024 - 12/17/2024**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
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All further information about the dates can be found at <https://academy-ph.tuv.com/s/PH-C09-QCR-VC>.

Please send us **all pages** of the form by fax or email to order the above seminar.

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- I am ordering as a consumer (private customer)
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Position Title / Department (optional):

House No. / Street:

Zip code:

City:

Your internal purchase order number:

Your Tax VAT (optional):

You can enter an internal purchase order number
(SAP number)

Your contact data

We use this data for order confirmation and invoicing.

Salutation:

First Name:

Last Name:

Email Address:

Phone number:

Participant information

I will participate in the seminar myself (contact details as indicated above)

The following person is to participate in the seminar:

Complete only if you are not attending yourself, but another person is.

Salutation:

First Name:

Last Name:

Email Address:

Phone number:

Date of birth (optional):

Place of birth (optional):

Payment method: Invoice

For consumers, the cancellation policy applies, which you can find under the attached terms and conditions.

I hereby accept the following general terms and conditions of the organizer (<https://academy-ph.tuv.com/terms>).

Location, date

Signature

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