


Quality Customer Relations

Quality Customer Relations


 Seminar

 5 Dates available

 Certificate of Completion

 Virtual learning

 16 Lessons

 Available online

Seminar Number: PH-C09-QCR-VC

Status: 16.03.2026. 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 details and inquiries, please contact academy@ph.tuv.com. Our team will guide you through the payment process and answer any questions about schedules, content, or logistics.

ADDITIONAL INFORMATION

- Training fees include materials and a certificate.
- Unless stated otherwise, fees are subject to **12% VAT**.
- A **50% down payment** is required before the first day of training. The balance is due on or before the last day.
- We accept various payment methods; please reach out for instructions.

- **For Classroom Trainings, there will be an additional ₱ 1,000 for ancillary costs.**

CANCELLATION POLICY

- TÜV Rheinland Philippines reserves the right to postpone or cancel public courses due to valid reasons.
- Unless cancelled by TÜV Rheinland Philippines, all fees are non-refundable once registration is confirmed.
- Cancellations made five days or fewer before the training date are non-refundable; full fees will be charged.
- You may nominate a substitute delegate at no extra cost. Please provide their details at least three business days beforehand.

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:

- 06/16/2026 - 06/17/2026**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 09/22/2026 - 09/23/2026**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 10/07/2026 - 10/08/2026**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 11/19/2026 - 11/20/2026**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)
- 12/09/2026 - 12/10/2026**, | Event number: PH-C09-QCR-VC-Quality Customer Relations
₹8,000.00 (Net price, plus VAT) ₹8,960.00 (Gross price, including VAT)

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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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)

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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

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

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