

# Our Professional Training Courses

Customer Service	Date:	to be indicated	Target Audience	Tourism professionals who work directly in face-to-face and telephone customer service.
	Duration:	100 hours		
	Schedule:	to be indicated		
	Cost:	Upon Request	Educational Resources	All teaching materials are provided by Abacate Amarelo <i>Career Mastery</i> .
	Pre-requisites:	-----	Assessment	Diagnostic, formative and summative assessment.

For more information, fill in the contact form.

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## General Objectives

Train professionals to improve their customer service skills, both in person and over the phone, with a view to effective service and customer satisfaction.

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## Specific Objectives

Understand the importance of face-to-face customer service in the tourism and other sectors, identifying the key components that contribute to quality customer service.

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Develop essential skills for interpersonal communication, empathy and active listening.

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Learning how to deal effectively with complaints and difficult customers

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Adopt conflict management and complaint resolution strategies at different stages of service

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Master telephone answering techniques, understanding the importance of the telephone in the workplace

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Implement personalized service strategies, from the welcome to the farewell, dignifying the company's image