

THE BELIZE CHAMBER OF COMMERCE AND INDUSTRY

COURSE OUTLINE

Date	TRAINING TOPIC	DETAILS	KEY OBJECTIVES
04/01/25	Customer Service Excellence	<p>"Customer Service Excellence" is a comprehensive course designed to equip participants with the essential skills and knowledge needed to deliver exceptional customer service. Through interactive modules and real-world case studies, participants will learn effective communication techniques, problem-solving strategies, and how to cultivate a customer-centric mindset. This course aims to empower individuals to not only meet but also exceed customer expectations, fostering long-term relationships and contributing to overall business success.</p>	<ul style="list-style-type: none"> - Develop a Service Mindset - Customer experience - FISH - Types of customers - Customer service practices - 7 Elements of Customer Service