

GTD Business Training Centre



Customer Service Training

Target audience Any business, industry or organisation that are involved with customers on a daily basis.

Purpose and Idea

- To look at methods of improving our customer relationships.
- To learn about international customers needs and expectations.
- To improve our knowledge and understanding of customer care.
- To develop a customer service that meets and exceeds the needs of today's customer demands.

Programme overview We offer one, two and three day courses.

One Day Course: *The basics of customer service.*

- Understanding the needs and demands of customers in the 21st Century.
- To improve your knowledge and understanding of customer care.

Two Day Course: *Extending customer service to international customers.*

- Understanding the needs and demands of customers in the 21st Century.
- To improve our knowledge and understanding of customer care.
- Creating an understanding of foreign customer's needs, values and expectations.

Three Day Course: *Developing the 'WOW' factor, an exciting development that will put you in the forefront of Customer service, care and relations.*

- Understanding the needs and demands of customers in the 21st Century.
- To improve our knowledge and understanding of customer care.
- Creating an understanding of foreign customer's needs, values and expectations.
- Setting a standard of customer care that excels and sets a NEW Mongolia Standard.
- Developing the 'WOW' factor, the reason why customers will continue returning to YOU.

Course method and style

Our courses and programmes are highly interactive and fun in nature, we use a wide variety of delivery techniques and participants will be expected to be actively involved with some role-play scenarios. An open learning environment will be created by our Training Consultant, which will facilitate a friendly and social atmosphere where participants are encouraged to experiment with newly learnt skills and be able to make mistakes, while learning without any serious consequences of lost time or money. Training that is truly memorable.