

SERVICE EXCELLENCE		DURATION
SE01	Be Heard Professionally – Voice Training for Frontline Staff	1 Day / 2 Days
SE02	Developing H.E.A.R.T. Skills for Service Excellence	1 Day
SE03	How May I Help You – Essential Equipping for Service+B94:R107	1 Day
SE04	Effective Telephone Handling Skills	1 Day
SE05	Managing Difficult Customer Situations	1 Day
SE06	Handling Customer Interactions and Service Recovery Skills that Work	1 Day
SE07	Writing Service Oriented Replies to Customer Complaints	1 day
SE08	Service From The Heart	1 Day
SE09	Handling Difficult Customers and Complaints	1 Day
SE10	Service Excellence	1 Day
SE11	A Positive Guide to Superior Service	1 Day
SE12	Beyond Customer Service	1 Day
SE13	Calming Upset Customers	1 Day
SE14	Customer Satisfaction	1 Day
SE15	Managing Quality Customer Service	1 Day
SE16	Measuring Customer Satisfaction	1 Day
SE17	Most Customer Services Start With The Telephone	1 Day
SE18	Basic Service Marketing	1 Day
SE19	Complain Handling for Positive Outcome	1 Day
SE20	Values Formating for Customer Service Excellence	1 Day
SE21	Telephone courtesy & Customer Service Quality Calls	1 Day
SE22	Call Centre Success (Basic)	1 Day
SE23	Call Centres - Maximizing Performance (Intermediate)	1 Day