

ASIAL eLearning courses – powered by Software!

Customer Service Courses

At the end of each module, you will be asked to undertake an online assessment to check your understanding of the key concepts presented.

Customer Service

About This Module

Our organisation prides itself on delivering superior customer service at all times and is committed to meeting and exceeding customer expectations.

This module has been designed to give you the tools to effectively communicate and develop positive relationships with customers.

This module is divided into five units:

1. The Importance of Customer Service
2. First Impressions
3. Communication
4. Relationship Building
5. Problem Solving

You should allow approximately 30 minutes to complete this module.

Customer Service (Video)

About This Module

Good customer service is vital for developing loyal customers and ensuring our organisation's growth and profitability. We have developed this module to help you to deliver the best service possible to every customer you encounter.

As you proceed through the module, you must watch each video topic and answer the questions that follow.

You should allow approximately 30 minutes to complete this module.

Developing Client Relationships

About This Module

Having a strong relationship with your clients means that they are more likely to keep doing business with our organisation and recommend our products and services to others.

This module has been designed to provide you with information about developing and maintaining strong client relationships.

You should allow approximately 30 minutes to complete this module.

Handling Angry and Upset Customers

About This Module

Providing a positive experience for our customers is crucial to the success of our business, but it is not always easy. As someone who serves our customers, you may need to deal with angry or upset customers during the course of your employment. How you handle these situations can make the difference between a customer who feels satisfied and one who will never want to do business with us again.

We have therefore designed this module to develop your understanding of how to respond to angry or upset customers. It will also look at how to manage stress after dealing with these types of situations.

You should allow approximately 20 minutes to complete this module.

Managing Complaints

About This Module

Customers may make complaints to our organisation for a variety of reasons. Upon receiving any such complaint, we expect you to address it in a manner which leaves the customer with a good impression of our organisation.

This module has therefore been developed to help you understand our organisation's internal process for receiving, investigating and resolving complaints.

You should allow approximately 25 minutes to complete this module.

Professional Telephone Etiquette

About This Module

Telephones are one of the main ways you will communicate with colleagues, customers and business contacts. Practicing professional telephone etiquette is essential for building and maintaining positive working relationships with other people.

This module has been designed to help you improve your understanding of how to conduct yourself professionally during telephone calls and while using mobile telephones in the workplace.

You should allow approximately 20 minutes to complete this module.