

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Quality Customer Service for Supervisors and Managers

Code	City	hotel	Start	End	price	Language - Hours
SM-102SA	Alula	Hotel Meeting	2027-01-24	2027-01-28	10950 SR	En - 25

Course Description

Customer service is the foundation on which success and profitability can be built. Nowadays most organizations try to give better service than their competitors, by empower their employees at the customer interface to improve processes, procedures and tasks

This 5-day course covers the techniques and tools necessary to change the organization’s culture to be more “customer-focused” organization, and help the participant to develop "customer driven" attitudes and behaviors in customer service

Course Goal:

To enhance the participant’s knowledge, Abilities and Skills necessary to lead his team to service excellence and position his department for continuous success

Course Objectives:

By the end of the workshop the participant will be able to:

- Understand Costs of satisfaction vs. unsatisfaction
- Lead Change as a tool for leading teamwork and motivating customers
- Create Supportive, less stressed work environment
- Customer-oriented leadership

Who Can Benefit?

Supervisors and managers who lead a customer service team.

Course Outline

- What is Quality Customer service
- Developing targets and processes
- Allocating priorities
- Costs of Customer Satisfaction vs. Dissatisfaction
- Change as a Tool for Leading Teamwork and Motivating Customers
- Supportive, Less Stressed Work Environment
- Customer-Oriented Leadership

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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