





**CUSTOMER SERVICE  
CONSULTING CO. LTD**

*Exceed Expectations!*

# 2012 TRAINING CALENDAR

COURSE TITLE	COURSE OVERVIEW	DURATION (Days)	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
<b>CERTIFICATION PROGRAMMES</b> By 														
Award For Customer Service Professionals	The ACSP is a foundation course targeted at all those who come into contact with customers. The course provides all the knowledge and skills needed to deliver excellent customer service in any sector. It helps participants improve their skills by carrying out relevant, work-based activities involving customers in their organizations.  <b>Target Group:</b> All staff dealing with either internal or external customers	5			12 <sup>th</sup> - 16 <sup>th</sup>						3 <sup>rd</sup> - 7 <sup>th</sup>			
Award For Customer Service Managers	The ACSM is an activity-based improvement course which targets team leaders and managers who have significant responsibility for service delivery. It encourages managers and team Leaders to identify new ways of satisfying customers and motivating their team. The Managers are challenged to build a customer focused culture and they attain the ability to develop and implement a Customer Service Strategy.  <b>Target Group:</b> Managers Involved in both internal and external Service Delivery	5			26 <sup>th</sup> - 30 <sup>th</sup>						17 <sup>th</sup> - 21 <sup>st</sup>			
<b>OTHER PROGRAMMES</b>														
Customer Relations with 	The programme places customer service in context for front line staff and focuses on the knowledge and skills required to deliver exceptional service over the telephone and in person. Phone Coach's unique mini network equipment is used to make the programme very practical and enable participants to understand how, among other things, the voice and words used affects the image a caller has of the organization.  <b>Target Group:</b> Front Desk Staff / Receptionist & Switchboard operators	3		8 <sup>th</sup> -10 <sup>th</sup>				13 <sup>th</sup> -15 <sup>th</sup>				17 <sup>th</sup> -19 <sup>th</sup>		
At Your Service	This is a Customer Service foundation programme; it is activity based and introduces participants to the importance of Customer Service, the role of Team Work, Key Communication Techniques, Service Recovery and Emotional Intelligence.  <b>Target Group:</b> All staff dealing with either internal or external customers	2		23 <sup>th</sup> - 24 <sup>th</sup>				28 <sup>th</sup> - 29 <sup>th</sup>				25 <sup>th</sup> - 26 <sup>th</sup>		

**KEY**

-  MOMBASA
-  NAIROBI

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