



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Meet Your Customers Needs Workbook 2

Course Number: AXO84-005SG_rev1.0

Topic-Level Outline

Part 1: Making Shopping an Enjoyable Experience

Part 2: Be Resourceful

Part 3: Inform Customers of Additional Services

Part 4: Accommodate Customers with Disabilities

Part 5: Balance Your Service to In-Store and Phone Customers

Part 6: Build Relationships Over the Phone

Part 7: Make and Keep Commitments

Part 8: Complete Special Orders

Appendix

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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SOFT SKILLS

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.

Excel Advanced 2013 [Ebook](#), workbooks, and solutions.

Excel comprehensive online courses, email for more details.



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