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Knowledge of customer
service and behavior
Skills for handling
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Skills for managing
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SYLLABUS PRINCIPLES of CUSTOMER SERVICE (ONLINE)

Topics address general

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principles of customer service including skills, knowledge, attitudes, and behaviors pertinent to the professional development of the student. 3. Required Text/Materials. Customer Service, by Robert W. Lucas, 4 th edition, McGraw Hill Publishers, 2009 ISBN 978-0-07-354544-8. 4. Orientation for OLN Customer Relations

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Principles Of **PRINCIPLES of CUSTOMER SERVICE (ONLINE)**

Understand the principles of customer service Describe what is meant by the term good customer service List the benefits of good customer service in relation to the:
Customer Employee
Organisation Customer
Employee Organisation
Explain the importance

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QNUK - Level 2 Award in Principles of Customer Service

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Managing Customer
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Course Description for
Managing Customer
Service: The purpose of
the course is to give
students a thorough
understanding of the
principles of economics

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that are applied to the functions of individual decision makers, both consumers and producers, within the larger economic system.

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To offer instant service, you'd have to maintain an army of idle phone reps to cover for peak times. Customer queueing was the only

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way to press costs.

Because they are

based on text and
synchronous

communication, live
chat and messaging

allow for one rep to
serve multiple

customers

simultaneously.

The 8 Core Principles of Good Customer Service

Here are seven

customer service

principles that can help

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you transform your support operations and deliver the best experience every time.

1. Support customers as a team. Customer service is a team sport — and not just for your customer support team. Train every employee on your helpdesk software so they can all pitch in when times are busy. Sure, you'll want to pass highly technical cases to the experts,

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but everyone needs to
be able to help out.

Customer Service Online **7 Customer Service Principles that Can Change Your ...**

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Management (CRM) is
a two-year post-
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offers knowledge about
various different
techniques and skills
regarding customer's

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relationships and how to maintain those relationships for a long run for companies benefit by using new marketing tools and technologies.

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Chapter 12-
Distribution Customer Service and Logistics
Results of 9th SD. 10th SD. 13 SECOND DRAFT

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Chapter 13- Retailers &
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11th SD. ... Principles
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14 min. 645. Share
article: Good customer
service is a company-
wide strategy to (1)
eliminate the root
causes of support, (2)

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honor a customer's time, preferences, and humanity, as well as (3) sacrifice ourselves in the service of exceptional support. That's a heavy definition, I know.

What is Good Customer Service? A Definition, Data & 11 ...

Developing a syllabus is a powerful opportunity to move through these course

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design phases. It is also interesting to consider is the tone that our syllabi convey. Harnish and Bridges (2011) found that using “warm” or “cold” language in syllabi impacts students’ perceptions of the instructor.

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knowledge and understanding of the

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Principles of Management will enable the student manager and/ or employee and gain valuable insight into the workings of business and other organizations.

Instructional Materials .

Text: Principles of Management, Student Achievement Series by Ricky W. Griffin, 2007.

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GRADE TEN PRINCIPLES OF BUSINESS SYLLABUS SECTION 1: THE NATURE OF BUSINESS SPECIFIC OBJECTIVES

CONTENT Students should be able to: 1. explain the development of barter; 2. describe the role of money; Explanation of the concept, advantages and disadvantages of barter. Brief history from subsistence

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economy to money
economy. 3.

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GRADE TEN PRINCIPLES OF BUSINESS SYLLABUS

CUSTOMER LOYALTY.

Creating Customer
Loyalty. Learn to
recognize the traits of
a loyal customer and
the importance of
customer loyalty to a
business's success.

CUSTOMER NEEDS
AND WANTS.

Determining the Needs

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and Wants of
Customers. Students
develop ideas and
methods for
determining the needs
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Customer Service Lesson Plans, Training, Teaching Exercise ...

Principles of Customer
Care; Business Law;
Business Economics
and Statistics;
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Requirements: O-
Level, GCE, WAEC,
NECO or equivalent.
Intermediate - Diploma
in Customer Service.
Consumer Behaviour;
Managing Customer
Information System;
Business Relationship
Environment; Sales
and Marketing
Research; Customer
Service Management

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