



CREATING NEXT INDUSTRY LEADER

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SOFT SKILL

Customer Service & Sales

- * Behavioral Advantage for Service Excellence
- * Clerical & Administration Excellence
- * Customer Complaints & Investigation Methods
- * Customer Secret Service: What's the Big Secret to Giving Great Customer Service?
- * Delivering 'RAVE WAVE' Exceptional Service
- * How to Improve an Operation Plan in Customer Service
- * How to Win, Influence & Retain Customers
- * Set-Up a Customer Service Standard Operating Procedures
- * Sales & Negotiation
- * Master Class to Social Selling