



Instructor: Jessica B.

# QUALITY SERVICE WEBCOURSE

Course #: C1045WC

STARTING NOVEMBER 6, 2019 & NOVEMBER 13, 2019

TWO SESSIONS 6:00 PM—8:00 PM

## course description

As a service representative, you are expected to handle interactions in the best way possible. The expectations of both your company and your customers hinge on your ability to provide the right service in the right way. In this course, you will explore the background and techniques of quality interactions.

## Objectives:

- Describe the benefits of customer service, identify internal customers, identify the benefits to you of giving good customers service, and identify how you can help your company to excel.
- Identify the major trends in customer service today and the combination of criteria required for customer satisfaction.

Looking for more details? [Visit our website](#) for detailed course descriptions.

## how to enroll

Enroll online at our website, [CFTEA.org](#) under Business Skills.

## how class works

Course sessions run for 2 different nights by logging in at a computer, tablet or phone. Students complete homework, assessments and mini-presentations to display a solid grasp of the material.

## tuition

\$245 per participant for one night of training, assessments, materials and exam.

## withdrawal policy

CFTEA withdrawal policy is outlined within our latest catalog and on our website. Before class begins the enrollment may be transferred to another student with the approval of the student's employer and the CFTEA office.

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