

Customer Service Mastery: Fundamentals, Effective Communication, & Conflict Resolution

Price: 1500

Duration:

Delivery Methods: Virtual

Overview

Customer Service Mastery: Fundamentals, Effective Communication, & Conflict Resolution is a dynamic two-day training designed to equip professionals with the essential skills to deliver exceptional customer experiences. Participants will learn to define customer service fundamentals, identify customer needs, enhance communication, and develop problem-solving strategies. Through interactive exercises and real-world scenarios, learners will gain confidence in handling difficult situations, fostering customer loyalty, and creating a customer-centered service culture.

Course Schedule

Date	Time	Price	Options
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Why Professional Choose TOPTALENT?

Dedicated Texas-Based Support

Get assistance every step of the way from our **Texas-based team**, ensuring your training experience is hassle-free and aligned with your goals.

3000+ Curated Professional Courses

Access an extensive portfolio of over 3000 courses across IT, Business Application and Leadership –
Designed to meet evolving Industry demands

95% Client Approval Rating

Trusted by professionals nationwide our 95% approval rating reflects consistent quality, measurable impact and exceptional service.

Certified Industry Instructor

Learn from professionally certified experts with real world experience and a proven commitment to learner success.

For questions

call:

[\(469\) 721-6100](tel:4697216100)

Email:

info@toptalentlearning.com

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FAQ

What if I have to reschedule my class due to conflict?

Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.