

Customer Service Training

Providing customer service contains more pitfalls than many of us imagine. Even long-lasting and carefully built relationships with customers may crumble due to relatively small mistakes.

What does it take to make a customer return to you? How do you build and sustain trust and enhance the level of client satisfaction? The answer is not to have good customer service, but to have an exceptional one!

Who is this training for?

Your customers are all around: external and internal clients, your manager or even your colleague. We all provide customer service on a daily basis and therefore this training is literally for anyone. No matter where and how you apply the principles you learn, they are bound to succeed.



Why Customer Service Training with The Academy?

- Learn from PwC professionals with practical experience in both retail and business-to-business customer service
- The training is all about you and through interaction focuses on how you can improve your practice once you leave the classroom
- Share experience and network with professionals from various business backgrounds

What will you learn?

- Managing your expectations and those of your customers to achieve mutual satisfaction
- Dealing with challenging customers
- Effective and cross-cultural communication
- Professionalism and essential time management

Training details

Date: 22 May 2013
Time: 9 a.m. – 16:30 p.m.
Venue: PwC premises, Nám. Svobody 20, Brno
Language: English
Price: CZK 6 900 + VAT

How to reserve a place?

For more information and for registration, please fill in the registration form at www.pwc.cz/academy or write to the-academy@cz.pwc.com. Should you have any questions, please contact **Martina Kopsová**, tel.: +420 251 151 816.



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The Academy