

Customer Service

Course Aim

The course is designed to equip participants with the knowledge, skills, and attitudes required to apply customer service principles, communicate effectively with customers, manage complaints professionally, resolve service issues efficiently, and contribute to customer satisfaction and continuous improvement in accordance with ISO customer satisfaction standards and applicable industry requirements.

Who should attend

This course is designed for aviation professionals including sales and marketing staff, passenger service agents, customer relations officers, check-in and boarding personnel, ground handling staff, airline reservation and ticketing agents, cabin crew members, and airport information desk personnel. It is also ideal for airport and airline supervisors and managers, as well as individuals seeking to develop customer service skills for career advancement in the aviation industry.

Entry Requirements

- Minimum age: 18 years
- Holder of successful Certificate of Secondary Education Examination (CSEE)
- Ability to communicate effectively in English

Course Content

- i. Customer Service Standards and Best Practices
- ii. Effective Communication Skills
- iii. Customer Relationship Management
- iv. Handling Customer Complaints
- v. Problem Solving and Conflict Resolution
- vi. Customer Satisfaction Measurement
- vii. Continuous Improvement in Customer Service
- viii. Customer Service in the Workplace
- ix. Practical Exercises and Case Studies

Course Duration

5 Days

Course fee

•Tanzanians: TZS 600,000

•Non-Tanzanians: USD 600