



**CUSTOMER
SERVICE
ACADEMY OF
JAMAICA LTD.**

High Impact Service Delivery

Duration: One day

Time: 9am – 4pm

For: Service Providers

PROGRAM OBJECTIVES

At the end of the workshop, participants will have a more in-depth understanding of what customer service is, and its crucial role in the success of the organization.

METHODOLOGY

Workshop consists of lecture/discussions, visual aids, individual and group activities.

Content Domain

Embracing the personal philosophy of “Customer First”

Value for money and customer perception

Building customer loyalty

Mastering the art of creating great memories for the customer: Teaming up with the customers

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