



Course Overview

This course enables the learner to understand what drives customer satisfaction, how you can improve it and how you can guarantee loyalty from your customers

Who is the course for?

Parts Sales advisers, Customer care officers, or any individual who has the required knowledge in management and business terminology in automotive industry

What will I get out of it?

- Understand the top ten reasons why customers score you poorly
- Guarantee positive responses that deliver customer loyalty
- Understand where staff are letting customers down
- Move from 'satisfied' to 'delighted'
- Understand how to drive profits from loyal customers

Course Duration

25Hours (5 days)

Course Format

Labs /workshop

Course Fees

200 Omani Rial

Language

Arabic/English