

Certificate Number: **AC-5349-37486854**

This is to certify that the management of Alison awarded John Wang the certificate of completion in Becoming a Customer Service Executive under the category Business on 11th March 2024.

Validation: You can check authenticity of this certificate by visiting the following link:  
<https://alison.com/certification/check/2y10Q606CDG642cBw9NHeN4A9Ba5Y5rDn3FfmuK1oCKHvviA7vpvQ5W>

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## Certificate Details



Becoming a Customer Service Executive

[Score: 100]

## Course Details

Meeting the needs and preferences of any customer is customer service. Providing professional, helpful, high-quality service and assistance before, during, and after the customer's requirements are met is considered to be providing customer service. This service can be provided through various means including in-person, email and chat. In this course, we will teach you the fundamental concepts of service and provide you with effective strategies you can use to provide quality customer service to your clients. We start off by analysing how crucial customers are to businesses and how customers can be satisfied through transactions over the long term. Customers have diverse needs and dispositions, and those with anger management issues can be difficult to handle. You'll learn how to address an angry customer's problem and how to maintain a professional and composed demeanour in the face of hostility.

Next, we'll show you who is responsible for providing customer services in an organisation and the types of customers that exist in an organisation.

*Maeww Richardson*  
Director of Certification





## Modules Studied

Providing Good Customer Service

Course assessment

*Maewé Richardson*  
Director of Certification

