

WORKSHOPS

ENGLISCH

Customer Care (Level B1/B2 des GeR**)

Unsere Workshops haben ein Baukasten-Prinzip.
Sie selbst wählen aus den angegebenen Themen und gestalten ihren
Workshop selbst.

Für 5 UE* wählen Sie drei Bausteine!

Baustein 1 - Essentials

overview of customer service, working in customer service, skills and
qualities of good customer care

Baustein 2 - Socializing with Customers

social interaction with customers, showing hospitality, making small talk

Baustein 3 - Face-to-Face with Customers

body language, dealing with Q & A sessions, socializing after
presentations, socializing at trade fairs

Baustein 4 - On the Phone

first impressions, basic telephoning phrases, setting up appointments,
rescheduling meetings, confident on the phone

Baustein 5 - Call Center Success

basic call center and customer-focused language, orders, understanding
the customer, finding solutions

Baustein 6 - Customer Care Through Writing

formal and informal writing styles, correct use of writing styles,
effective written communication

Baustein 7 - Problems and Complaints

typical customer complaints, problem solving, responses to complaints,
policy explanations, social media

Laufzeit: jeweils 5 UE*

4 - 8 Teilnehmer

39,00 €/Teilnehmer



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Ähnliche Workshops bieten wir auch in Spanisch, Französisch oder Italienisch an!

* UE = Unterrichtseinheit; 1 UE = 45 Minuten

** GeR = Gemeinsamer Europäischer Referenzrahmen