

## Customer Service Skills Toolkit

### Description

#### Customer Service Skills Toolkit

An intensive training program that equips employees with essential communication, problem-solving, and conflict resolution skills to deliver exceptional customer experiences across all service touchpoints

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## Customer Service Skills Toolkit

### Course Overview

This hands-on course is designed for new or aspiring Managers, Team Leaders, and Supervisors who need to handle day-to-day challenges with confidence. It focuses on the practical skills every manager needs to succeed—communicating clearly, organizing work, motivating team members, and managing performance fairly and effectively.

Through real workplace examples and interactive activities, participants will develop the tools to lead with clarity, manage small teams efficiently, and make decisions that support both their team and the business.

### Target Audience

This course is ideal for:

- ? Front-line customer service representatives
- ? Call center agents
- ? Retail associates
- ? Technical support staff
- ? Customer success managers
- ? Any employee with direct customer interactions

## Benefits For Employers

This course is ideal for:

? **MQA Approved, HRDC Refundable**

? **Enhanced Customer Satisfaction** – Improved service quality leading to higher customer loyalty and retention

? **Increased Revenue** – Better customer experiences drive repeat business and positive word-of-mouth referrals

? **Reduced Customer Complaints** – Proactive problem-solving and conflict resolution minimize service issues

? **Improved Brand Reputation** – Consistent service excellence enhances company image and market position

? **Higher Employee Confidence** – Well-trained staff handle challenging situations with professionalism and composure

? **Decreased Staff Turnover** – Better conflict management and self-care skills reduce employee burnout

? **Operational Efficiency** – Structured problem-solving frameworks streamline issue resolution processes

? **Competitive Advantage** – Superior customer service differentiates your business from competitors

? **Cost Savings** – Effective service recovery prevents customer loss and reduces acquisition costs

? **Positive Workplace Culture** – Strong communication and leadership skills improve team dynamics and morale

## Course Benefits

By the end of this course, participants will be able to:

? **Service Excellence Foundation** – Build a customer-first mindset that drives business success

? **Superior Communication Skills** – Master active listening, positive language, and digital etiquette

? **Expert Problem-Solving** – Learn structured frameworks for quick and effective issue resolution

? **Professional Conflict Management** – Handle difficult situations with confidence and de-escalation techniques

- ? **Proactive Service Leadership** – Go beyond expectations with strategic service approaches
- ? **Enhanced Emotional Intelligence** – Manage challenging interactions while maintaining professionalism
- ? **Universal Career Skills** – Gain competencies valued across all industries and roles
- ? **Customer Retention Expertise** – Create positive experiences that build loyalty and referrals
- ? **Workplace Resilience** – Develop self-care strategies to thrive in demanding service environments
- ? **Continuous Improvement Mindset** – Build capabilities for ongoing service enhancement and feedback integration

## Course Content

What You'll learn:

- ? Manager vs. Leader – Understanding the Difference
- ? Qualities of a Manager
- ? Role of a Manager
- ? Communicate like a Leader
- ? Organising work and delegating
- ? Motivate and engage team members
- ? Handling difficult situations
- ? Leading with accountability and trust
- ? Time Management



MAURITIUS QUALIFICATIONS AUTHORITY



## Course Features

- Certificate of Completion
- Entry Requirements – Any
- Flexible day and dates

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## Benefits To The Learner

? Certificate of Completion

? **Service Excellence Foundation** – Build a customer-first mindset that drives business success

? **Superior Communication Skills** – Master active listening, positive language, and digital etiquette

? **Expert Problem-Solving** – Learn structured frameworks for quick and effective issue resolution

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## Why Enrol in this Course

### Talk to Us!

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### Practical-Focused Curriculum

Designed by professionals for real-world application



### Interactive Learning

Combination of theory with practical exercises and case studies



## **Flexible Study Format**

Professional-friendly scheduling for working managers



## **Online Tutoring**

Guidance and support providing one-on-one assistance and feedback online

## **pricing packages**

### **Choose Your Pricing Plan**

**Flexible payment options designed to fit different budgets and learning needs, with various packages available to make quality management education accessible and affordable.**

#### **Mauritius**

##### **workshop**

- MUR 12,000
- 5 hours
- MQA Approved
- HRDC Refundable
- Certificate of Attendance2

##### **standard**

- MUR 40,000
- 24 Hours

- MQA Approved
- HRDC Refundable
- Certificate of Participation

### **premium (most popular)**

- MUR 32,000
- 24 Hours
- MQA Approved
- HRDC Refundable
- Certificate of Completion
- Conducted in a Hotel
- All Comprehensive modules
- Highly Interactive Sessions
- Personal Development Plan
- Individual Coaching
- Advice/Guidance/Follow-up after Course

### **International**

#### **workshop**

- USD 350
- 5 hours
- Online – Interactive sessions
- Certificate of Attendance

#### **standard**

- USD 900
- 24 Hours
- Online – Interactive sessions
- Certificate of Participation

### **premium (most popular)**



- USD 700
- 24 hours
- MQA Approved
- HRDC Refundable
- Certificate of Completion
- All Comprehensive modules
- Highly Interactive Sessions
- Personal Development Plan
- Individual Coaching
- Advice/Guidance/Follow-up after Course

## Limited Promotion

**Get up to 15% discount for registration in the Premium and Standard Packages this month!**

## Reviews



**Fabien D.**

Asst HR Manager – Moroil

I have learnt a lot of new things in this Key Managerial Skills course that make a think about myself, my career, my job and have a different approach to work. I really enjoyed the training as it was very interactive and the trainer shared a lot of practical solutions to work problems. I will recommend this course to other professionals, especially those aspiring to be Managers.

-



**Irshaad E.**  
Senior Lab Technician – Natec

The Key Managerial course has totally transformed my way of thinking, I learnt a lot of new things that are going to be useful in my professional life as well as my personal life. The trainer shared so much information about what a manager should know to do his/her job properly. I really recommend this course to all Managers and aspiring managers.



**Avish P.**  
Taylor Smith

The Managerial Skills course has enabled me to rethink about myself, my passion, the things which I had forgotten. I learnt a lot, especially how to manage more efficiently. I spent very nice time in the course as I would not have imagined the course to be so interactive. The trainer shared a lot with us. I recommend this course to all managers and aspiring managerial position.



**Mattieu F.**  
Asst. Operations Manager Taylor Smith

I would not have thought that the Managerial Skills course could be that much interactive. The trainer listened to us, enlightened so much on many important things on the roles, qualities and skills of managers. She made us think about ourselves. Fantastic. I would recommend this course to all Managers and all those aspiring to Manager's position.

## Contact Information

### Office Location

4th Floor, Jade Court, Jumman Mosque Street, Port Louis, Mauritius

### Mail Address

info@dnbbusinessinstitute.com  
contact.dnbhr@gmail.com

### Call

+230 57561873

## Get in touch with us

### pricing packages

## Choose Your Pricing Plan

**Flexible payment options designed to fit different budgets and learning needs, with various packages available to make quality management education accessible and affordable.**

### Standard

?  
12,000

- Certificate of Completion
- 8 hours
- Core 6 essential modules
- Interactive Sessions

[Enrol Now](#)

## Premium

?  
32,000

- Certificate of completion
- 24 hours
- All 9 comprehensive modules
- Role Plays
- Highly interactive sessions
- Advice/Guidance/Follow-up after course

[Enrol Now](#)  
most popular

## Workshop

?  
8,000

- Certificate of Participation
- 5 hours
- Introduction to modules

[Enrol Now](#)

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[Claim Promo](#)

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**Date Created**

May 1, 2025

**Author**

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