



The Lebanese Training Center (LTC) at the **Chamber of Commerce, Industry and Agriculture of Beirut & Mount Lebanon** is pleased to announce the upcoming training:

Enhance Customer Service Experience

Trainer: Mrs. Viviane Nakhle, MBA, Senior Management Expert & Trainer

Date: September 19, 2017

Time: 9:00 A.M .to 3:00 P.M

Cost: 230\$ all tax included

Outline of the workshop:

- Essence of customer service.
- Assess your communication style and use two ways communication skills to level with people, to accept feedback from them, and to discuss potential problems.
- Identify specific problems in your customer service program and apply treatment.
- How to do ordinary things extraordinary well.

Target Audience:

- Newly appointed staff to customer service, staff members dealing with customers and staff members with attitude issues.
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- **The LTC offers a 15% discount for the Chamber members**
 - **Free access to parking**
 - **Attendance Certificates signed by the Chamber will be delivered to participants**

Download Registration Form or Apply online

[Check our payment policy](#)

For more information/registration: 01-353190 Call Center 1314 Ext 15 or email:

Training @ccib.org .lb or ltc@ccib.org.lb

www.ccib.org.lb

