

Customer service course

Business



I believe that it is essential for any organization to undertake customer service in order to equip employees with excellent customer relations qualities (Online Trainees, 2013).

When I first learned about customer service, I found some ideas quite interesting to me. One of the most interesting ideas was research; I came to learn that any customer training program has to incorporate research. This helps the organization to understand the needs of their customers. Another important idea is training; employees have to be subjected to training on a continuous basis as this helps them the needs of customers. My philosophy of customer service is based on the belief that customers are crucial in determining the success of an organization. As such, employees of the customer service department should possess the requisite knowledge on how to handle customers. As a customer service manager, I will apply the concepts of this course my job. The principles will help me manage my staff and teach them skills on how to handle customers with care.

Apple can be credited as a company that provides excellent customer service. Over the years, Apple has provided customer service through an online platform that allows customers to get support from the staff. Through such a platform, customers can gain knowledge of the products offered by the company and the availability of the products.