



CUSTOMER SERVICES FOR SECURITY PROFESSIONAL

The course is specifically designed to meet the needs of the aspiring security supervisors and managers.



Managing Customer **Expectations**

Managing customer expectations, developing an always-positive attitude, and knowing the steps to turning angry clients into fans



Conflict **Management**

Prevents conflicts before they even begin so that you can maintain a safe and supportive work environment.



Transforming Customer Complaints into **Opportunities**

Learn to clarify complaints and reduce stress by taking care of your customers on both an emotional and rational level.



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CUSTOMERSERVICES FOR **SECURITY** **PROFESSIONAL**

- ✓ Introduction to Customer services
- ✓ Understanding Customer Needs and Expectations
- ✓ Types of Customer
- ✓ The Hallmark of Customer Services
- ✓ Customer Services Standard for Security Professionals
- ✓ Customer Care and Security
- ✓ Customer Services Model
- ✓ Responding to Customer Enquiries and Complaints
- ✓ Conflict Resolutions Techniques
- ✓ Quality in Customer Services
- ✓ Key Social Skills for security Professionals
- ✓ Rules of Public Relations in Private Security
- ✓ Adding Delighters to your Services



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