

# Customer Care

## Course learning outcomes

### The learner will able to:

- a) Gain basic knowledge of the field of customer care.
- b) Appreciate the significant possibilities and the diverse employment areas related to customer care.
- c) Effectively deal with customer complaints and angry customers.
- d) Appreciate the role and importance of internal customers.
- e) Carry out with responsibility and autonomy simple tasks related to customer care.
- f) Develop effective communication skills to succeed in customer service.
- g) Practice empathy and assertiveness when problem solving.
- h) Exhibit good listening skills to understand the customers' needs.
- i) Use appropriate telephone techniques.

