

DENOMINACIÓN	English for Customer care
OBJETIVO GENERAL	
Adquirir las habilidades de comunicación necesarias para relacionarse de manera eficaz en inglés con los clientes	
OBJETIVOS ESPECIFICOS	
Adquirir las habilidades necesarias para un buen trato al cliente Adquirir los conocimientos necesarios para una buena recepción y trato hacia los clientes. Ser capaz de tratar con los clientes por teléfono y email de manera cortés y educada Conocer las estrategias y políticas de reclamaciones y ser capaz de dar solución a los problemas que se planteen	
CONTENIDO	
Introduction to customer care Topics and skills: Customer care success: skills and qualities for good customer care Customer care business and jobs Surprising facts about customer care: making suggestions Face to face with customer Topics and skills: Body language: basic socializing language A company visit: The importance of small talk Meeting do's and don'ts: Follow-up At a trade fair: Steps for winning customer in your presentation The invisible customer Dealing with customer on the phone Topics and skills: General telephoning: Being courteous on the phone The "customer care" phone call: making sure you understand What the customer really hear: making arrangements Call centre success Topics and skills: Taking an order: The first impression Hotline (troubleshooting): Clarifying and explaining Customer-centred call centres: checking comprehension Delivering customer care through writing	

CALENDARIO	
FECHA INICIO: 29/01/18	FECHA FIN: 21/03/18
HORARIO: L,X 20:00-21:30	
Nº HORAS: 24	NIVEL: B1-2