

# Customer Relationship Management

## **Course Overview:**

This course is aimed at training candidates for a career in Customer Relationship Management” in the “Retail” Sector/Industry

## **Pre-requisite:**

- Basic knowledge of statistics, computers

## **Course Objective:**

Upon successful completion of the course, participants should learn:

- Deal remotely with customer queries in the domestic market.
- Manage their work to meet requirements.
- Maintain a healthy, safe and secure working environment.

## **Course Outline:**

The contents of this course are designed to support the course objectives. The following is an indicative list of content which is included in this course:

- Deal remotely with customer queries
- Manage work to meet requirements
- Maintain a healthy, safe and secure working environment