



**THE UNIVERSITY OF THE WEST INDIES
GLOBAL CAMPUS**

**JAMAICA EASTERN
CAMP ROAD**

Customer Relations & Telephone Techniques

Objective:

To develop competence in Customer Service and Relations through application of specific skills, techniques and principles.

Entry Requirement:

School Leaver's Certificate or 1 yr. Work Experience

- **What is Customer Service?**
- **Who is a Customer?**
- **Building Positive Internal Customer Relations**
- **Building Positive External Customer Relations**
- **Communication Skills for Customer Service**
- **Telephone Skills**

Duration: 10 weeks

Contact Hours: 20

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