



الكلية الوطنية لتقنية السيارات
National College of Automotive Technology

Course Overview

This course enables the learner to develop customer care skills for all customer facing roles

Who is the course for?

Garage and customer care staff, or any individual who has the required knowledge in management and business terminology in automotive industry

What will I get out of it?

- Identify the key skills required in providing excellent customer service
- Understand the difference between good and bad customer service
- Understand the principles of best practice in customer care
- Apply defined improvements to benefit the business and working environment
- Understand importance of personal characteristic in automotive business

Course Duration

25Hours (5 days)

Course Format

Labs /workshop

Course Fees

200 Omani Rial

Language

Arabic/English

