

PROFESSIONAL DEVELOPMENT



AVIATION CUSTOMER SERVICE

Course Length
1 Day (8 Hours)

Professional Development

Regardless of the product or service, customers will generally have a choice to do business among competing companies. Most of these will offer similar products at comparable prices. Excellent customer service is often the key competitive advantage for a company.

Our Aviation Customer Service 8-hour course provides the skill set that aviation personnel should acquire to ensure excellent customer service and retain customer loyalty.

This course will help you master these key skills and concepts:

- Superior Customer Service
- Image & Perception
- Dealing with Difficult Customers

Other GLOBALJET courses available for your aviation career path of success:

Professional Development

AIM

AIM Refresher

MRM

MRM Refresher

Project Management for the Aviation Professional

Aviation Fundamentals

Essentials For The Aviation Professional

Effective Writing and Communications

Aviation Finance

<u>SUBJECT</u>	<u>HRs</u>
Introduction.....	0.5
Superior Customer Service	1
Communication.....	2
Image, Perception, Protocol	1.5
Dealing with Conflicts	1
Negotiation	1
Conclusion	1
TOTAL	8

For more information on this Aviation Customer Service course please contact:

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