

## target participants

Octavia's strategic approach ensures we can work with any company or individual whose activities require daily client engagement through all means of communication for information dissemination, feedback and sales.

- Hospitality Industry
- Banks
- Small and Medium Enterprises
- Corporate Organizations
- Ministries, Departments and Agencies of Government
- Educational Institutions
- Individuals
- Entrepreneurs
- Startups

## learning objectives

At the end of this training program, learners will be able to:

- Identify ways to establish links between excellence in customer service and business practices.
- Understand how their attitude at work affects their behavior.
- Apply techniques in dealing with difficult situations.
- Develop skills in listening actively and empathetically to others.

**DISCUSSIONS AND QUESTIONS:** these key methods are supported through interactions and communication between the trainer and the learner. Discussions and questions achieve higher levels of knowledge objectives, such as problem solving and principle learning.

**INDIVIDUAL AND GROUP ACTIVITIES/TASKS:** the learners complete tasks individually or in groups using learning resources that have been provided by their trainer.

**EXPERIMENTAL LEARNING GAMES:** based on course topics scheduled, interesting and innovative games have been prepared for learners use during the training.

**DELIVERY METHOD:** Trainings are done face to face, which enables interactive discussions with learners.

**TIME:** 1 day intensive training from 10am to 5pm. With 2, 15mins breaks and another 30mins lunch break. Trainings are available Monday to Saturday.

**VENUE:** Trainings are delivered at your premises OR at a location of your choice.

**NUMBER OF DELEGATES:** A Minimum of Five {5} delegates and maximum of Ten {10} delegates per course. With this, plenty of personal attention is given to each learner.

**MATERIALS:** All learners will be provided with note pads and pens.

**DRESS CODE:** Smart Casual.

**REFRESHMENTS:** Refreshments and Lunch will be provided.

**AWARDS:** On successful completion of the course, learners will receive a Certificate of Attendance



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# about us

Octavia is a training and consultancy company based in Abuja, Nigeria. We are a customer service company with its core focus centered on increasing the capacity of its clients in the area of Customer Relationship Management.

Our approach and training format presents the flexibility of delivering training services anywhere in the world using the best-of-breed solutions and methodologies.

We considered our engagements as training consultants a partnership with Octavia and we strive to ensure organizations that have partnered with us not only benefit from the Octavia experience but also ensure your organization delivers exceptional customer experience. This ensures business sustainability through customer management and repeat patronage which is essential to every business.

Through our engagement lifecycle, we build and maintain close partnership with all clients, ensuring we understand their concerns. Through this approach, we are able to create custom-made courses that help them achieve their goals.

We are focused on providing integrated solutions and services to customers around the world. In putting our clients interests first, we work hard to exceed your expectations.



## OUR MISSION

To motivate organizations and individuals reach their desired goals and earn customer loyalty through guided relationships developed through our exceptional customer service trainings.

## OUR VISION

To be the leader in customer service consulting across various fields, delivering high-impact training interventions.



# course list

To improve clients' relationship with their customers, Our CUSTOMER SERVICE TRAININGS are categorized into different Courses depending on what your company requirements are. Each course is also sectioned into Modules.

- Customer Service Excellence
- Refreshers Customer Service
- Communication Skills with Customers
- Dealing with difficult and demanding customers
- Outstanding Telephone and online Service
- Professional Image at the Front Desk
- Professionalism for Call Center Employees
- Customer Service Skills for Sales Representatives
- Delivering Better Patient Satisfaction
- Customer Service and Communication for Government Employees, Hoteliers, Business Owners and their staff
- Building lasting relationships with customers
- Business Etiquette

## TRAINING FORMATS

Tailored instructor-led training delivered in your premises, which significantly encourage interactive discussions with and among delegates. The resourceful skill of our accredited trainers ensures our delegates benefit through:

- Group discussions
- Individual and group activities/tasks
- Experimental learning games