

# DIPLOMA

**Marie Vitkova**

has attended a training:

## **PROFESSIONAL CUSTOMER SERVICE**

The training was organized and delivered by

**INVENTI Consulting**



**INVENTI CONSULTING**

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The aim of the training was increasing effectiveness and improving competences in area of customer service, especially: the most important rules of professional customer service, communication and assertiveness in contact with a customer, assertive acceptance of criticism, polite refusing, coping with objections, language of benefits and so-called "difficult" customer service.

The training last 12 hours (1,5 day).

Trainer



Sylwia Królikowska-Evenhuis

Training coordinator



Marek Warejko

Krakow, 13-14 May 2010