

Business Office Skills

Front Office Management, Help Desk Management, eServices and Customer Satisfaction Management
5 Days (1 Week) Training Programs List

| Program Code | Program Name (Click to Access Website Brochure with Current Dates) | Obtain a Printable (pdf) Version from Website |
|--------------|---|---|
| BPO8205 | Business & IT Process Outsourcing - Management Skills | Print |
| CCM4005 | Call Center Management - Own or Outsourced | Print |
| CSP9045 | Step-by-Step Understanding & Implementation of Customer Satisfaction Initiatives | Print |
| EHD6025 | Helpdesk Planning, Management & Improving Customer Services | Print |
| ESD5905 | Executive Secretary Development Training | Print |
| HDT5835 | Help Desk Technologies and Processes | Print |
| ITP5225 | Office Productivity Improvement Technologies & Implementation Strategies | Print |
| ITS4705 | IT Service Outsourcing Best Practices | Print |
| JTW9015 | Effective Technical Writing & Presentation Skills | Print |
| JTW9025 | Advanced Effective Technical Writing & Presentation Skills | Print |
| MGB7705 | Good & Best Practices that Help Reduce Costs and Increase Internal & External Customer Satisfaction | Print |
| MSA8705 | Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs | Print |
| PEM6805 | Public Event Management | Print |
| PRT6455 | Public Relations IT Tools and Methods | Print |
| QCF6025 | Setting Up a Customer Focused Management System | Print |
| QCM6825 | Effectively Managing Contracted-Out Manpower and Services | Print |
| QKM8145 | Knowledge Management System for Your Customer Service Excellence | Print |
| QKM8345 | Knowledge Management System for Your Public Relations Department | Print |
| RMT4235 | Reputation Management - Team, Department or Organizational | Print |
| XRM9655 | Customer Satisfaction- Risk Management | Print |

Euro Training Limited, 3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA

WhatsApp +15512411304 Tel: 415 251 1367 Fax/VoiceMail: US +1 650 6492689 www.EuroTraining.com

Worldwide Training Since 1983 Regn@EuroTraining.com EuroTraining@gmail.com EuroPrograms@Yahoo.com