

Business Office Skills

Front Office Management, Help Desk Management, eServices and Customer Satisfaction Management
2 Weeks Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Obtain a Printable (pdf) Version from Website
BPO8202	Business & IT Process Outsourcing - Management Skills	Print
CCM4002	Call Center Management - Own or Outsourced	Print
CSP9042	Step-by-Step Understanding & Implementation of Customer Satisfaction Initiatives	Print
EHD6022	Helpdesk Planning, Management & Improving Customer Services	Print
ESD5902	Executive Secretary Development Training	Print
HDT5832	Help Desk Technologies and Processes	Print
ITP5222	Office Productivity Improvement Technologies & Implementation Strategies	Print
ITS4702	IT Service Outsourcing Best Practices	Print
JTW9012	Effective Technical Writing & Presentation Skills	Print
JTW9022	Advanced Effective Technical Writing & Presentation Skills	Print
MGB7702	Good & Best Practices that Help Reduce Costs and Increase Internal & External Customer Satisfaction	Print
MS A8702	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs	Print
PEM6802	Public Event Management	Print
PRT6452	Public Relations IT Tools and Methods	Print
QCF6022	Setting Up a Customer Focused Management System	Print
QCM6822	Effectively Managing Contracted-Out Manpower and Services	Print
QKM8142	Knowledge Management System for Your Customer Service Excellence	Print
QKM8342	Knowledge Management System for Your Public Relations Department	Print
RMT4232	Reputation Management - Team, Department or Organizational	Print
XRM9652	Customer Satisfaction- Risk Management	Print

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