

Business Office Skills

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

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Obtain a Printable (pdf) Version from Website
BPO8203	Business & IT Process Outsourcing - Management Skills	Print
CCM4003	Call Center Management - Own or Outsourced	Print
CSP9043	Step-by-Step Understanding & Implementation of Customer Satisfaction Initiatives	Print
EHD6023	Helpdesk Planning, Management & Improving Customer Services	Print
ESD5903	Executive Secretary Development Training	Print
HDT5833	Help Desk Technologies and Processes	Print
ITP5223	Office Productivity Improvement Technologies & Implementation Strategies	Print
ITS4703	IT Service Outsourcing Best Practices	Print
JTW9013	Effective Technical Writing & Presentation Skills	Print
JTW9023	Advanced Effective Technical Writing & Presentation Skills	Print
MGB7703	Good & Best Practices that Help Reduce Costs and Increase Internal & External Customer Satisfaction	Print
MSA8703	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs	Print
PEM6803	Public Event Management	Print
PRT6453	Public Relations IT Tools and Methods	Print
QCF6023	Setting Up a Customer Focused Management System	Print
QCM6823	Effectively Managing Contracted-Out Manpower and Services	Print
QKM8143	Knowledge Management System for Your Customer Service Excellence	Print
QKM8343	Knowledge Management System for Your Public Relations Department	Print
RMT4233	Reputation Management - Team, Department or Organizational	Print
XRM9653	Customer Satisfaction- Risk Management	Print

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