



VONNE WELLINGTON SCHOOL OF PROTOCOL

## CUSTOMER SERVICE EXECUTIVE COURSE

*Building World-Class Service Culture & Customer Excellence*

### TRANSFORM YOUR SERVICE DELIVERY

Lead the service excellence revolution in your organization. This intensive 2-day program equips customer service leaders with the strategic frameworks, complaint management expertise, and team leadership skills essential for creating exceptional customer experiences that drive loyalty and business growth.

DURATION	INVESTMENT	CLASS SIZE	CERTIFICATE
<b>2 Days</b> 16 Hours	<b>₦1,800,000</b> per person	Maximum <b>20 Participants</b>	Certificate of <b>Completion</b>

### WHAT YOU'LL MASTER

✓ Strategic service leadership	✓ Customer-centric culture building
✓ Service recovery & complaint mastery	✓ Customer experience design
✓ High-performing team development	✓ Quality assurance frameworks
✓ Omnichannel service delivery	✓ Technology & service innovation

### 2-DAY PROGRAM STRUCTURE

#### DAY 1: Strategic Service Leadership & Culture Building

- Business case for service excellence and ROI
- Customer psychology and journey design
- Service standards and quality assurance
- **Practical Exercise: Service Culture Assessment**

#### DAY 2: Service Recovery & Operational Excellence

- Complaint management and service recovery
- Handling difficult customers with grace
- Omnichannel delivery and technology enablement
- **Final Simulation: Service Recovery Scenario**

### 2026 TRAINING SCHEDULE

Session 1	Session 2
<b>March 19-20, 2026</b> Jos, Plateau State	<b>October 5-6, 2026</b> Abuja, FCT

**SCHEDULE: 8:00 AM - 4:00 PM Daily**

*Corporate group rates available | On-site delivery in Lagos available*