

PROFESSIONAL CERTIFICATE IN CUSTOMER SERVICE EXCELLENCE



This programme is fully accredited by the School of Professional and Continuing Education, Universiti Teknologi Malaysia (UTMSPACE), an internationally recognised and reputable University. Among the World's Top 200 universities, UTMSPACE is moving up to 187th place as ranked by Quacquarelli Symonds (QS) World University Rankings 2021. Ranked 38th best University in Asia.

Our Signature Programme

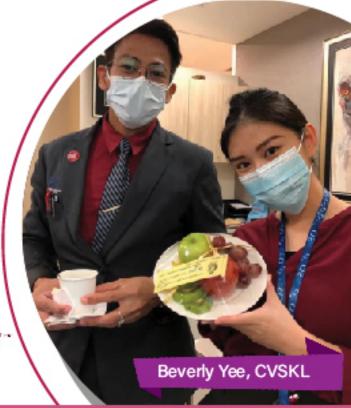
Our highly recognised "Professional Certificate" is designed to equip you with hands-on knowledge that can help you to excel in any top level of customer-oriented careers.

Four Modules

- Complaints Handling & Customer Retention
- Principles of Customer Service
- Excellence in Customer Service

Customer Service Skill Training





A SOLID FOUNDATION FOR A BRIGHTER FUTURE

www.excelacademymalaysia.com

WORLD CLASS TRAINING

A PROVEN PATHWAY TO SUCCESS

- Strong industrial links
- Proud partnership with UTMSPACE / IAOT Ireland
- Excellent study environment
- Formidable soft skills training
- Job placements assured
- Highly professional trainers

QUALIFICATIONS

 Min. SPM 3 credits and above in any subjects

*Unemployed graduates are welcome

LANGUAGE

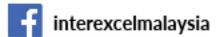
Fully conducted in English

DURATION

4 modules conducted on a Part Time Basis

TRAIN & PLACE PROGRAMME

Overcome the pandemic woes, discover excellent opportunities in customer service sector. Get attractive salaries and benefits. Join our 'train and place' programme. Job interviews guaranteed. With our expert training and guidance, you can excel in many customer-oriented careers. Be multi-talented to survive the test of time and even the challenges.







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