



Our Courses

At YFY, we customise our training to suit your needs. Some of our courses are listed below. The programmes are mostly a one- day event or two days at most. The clients have a choice of venue, either in-house at client's premises or any other suitable location.

- The Art of Amazing Service
- Achieving Excellence in Customer Service
- Assertiveness and Confidence Skills
- Attitude in the Work Place
- Building Customer Relationships
- Client Focused Reception for Receptionists
- Coaching Using Neurolinguistic Programming NLP
- Credit Control Skills
- Customer Satisfaction, Loyalty, and Retention
- Customer Service At the Front Desk
- Dealing with Complaints and Aggression
- Delight Your Customer For Repeat Business
- Incident and Service Desk Management for Call Centre Agents
- Internal Customer Service
- Selling Skills for Customer Service
- Team Leading – Supervisor Skill
- Telephone Handling and Answering Techniques
- Negotiating, Persuading, and Negotiating Skills
- Waiters, Barmen and Cooks are Professionals Too
- The Manager's Role in Customer Service
- Business Owners' Interaction Forum

YFY SHORT COURSES

After successfully completing 3 months of intensive study, we award Certificate of Completion in the following areas:

- Customer Care
- Essential Selling Skills
- Call Centre Management