



Our Courses

At YFY, we customize 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.

CUSTOMER SERVICE COURSES

- The Art and Science of Customer Service
- Achieving Excellence in Customer Service
- Assertiveness and Confidence Skills
- Building Customer Relationships
- Business Owners' Interaction Forum
- The Convenience Revolution: A Disruptive Model in Customer Service
- Customer Experience for Loyalty and Profitability
- Customer Service At the Front Desk
- Communication and Presentation Skills
- Dealing with Complaints and Aggrieved Customers
- Employability Skills for New Graduates
- How to Prepare CVs for the Job Market
- Incident and Service Desk Management for Call Centre Agents
- The Manager's Role in Customer Service
- Negotiating, Persuading, and Negotiating Skills
- Social and Digital Media Marketing Skills
- Telephone Handling and Answering Techniques
- Waiters, Barmen, Cooks and Drivers are Professionals Too

LIFE ENHANCEMENT SEMINARS

- Resilience: How to Pick-Up the Pieces after A Setback
- Becoming the Best Version of Ourselves
- Guiding our Youth Through Life's Challenges
- Conquer the Fear In Public Speaking and Become A Master
- Wellness and Weight Management
- Skin Care Counselling

CONFERENCES

- The Customer Service Global Conference