

## **Customer Service Academy**

Exceptional customer service delivery has become a critical component of service organizations across the globe. As a result not only are these organizations putting in place systems and processes to ensure quality service delivery, they are engaging people with competencies and skills required to provide such service in order to effectively gain competitive advantage.

Our certification programs are designed to validate the competencies, skills, experience and knowledge of the service professional in their chosen industry.

We offer the following certifications

### **Fast Track Programs:**

<b>Certification</b>	<b>For:</b>	<b>Accredited By:</b>	<b>Duration:</b>
CCSL – Certified Customer Service Leader	Executives, Managers, Leaders, Supervisors	Service Quality Institute, MN, USA	3 days
CCST – Certified Customer Service Trainer	Trainers who want to deliver SQI's flagship programs	Service Quality Institute, MN, USA	4 days

### **Regular Sessions**

<b>Certification</b>	<b>For:</b>	<b>Accredited By:</b>	<b>Duration:</b>
CCSR – Certified Customer Service Representative	Those seeking a career or wanting to further develop their careers in the banking and finance industry	Learning Solutions International	12 Weeks
CCSE – Certified Customer Service Executive	Those seeking a career or wanting to further develop their careers in the telecommunications industry	Learning Solutions International	12 Weeks

CCSS – Certified Customer Service Specialist	Those seeking a career or wanting to further develop their careers in the following industries:  1. Public sector service 2. Aviation 3. Hospitality 4. Health care 5. Retail services 6. Christian ministry 7. Social services	Learning Solutions International	12 Weeks
CCSM – Certified Customer Service Manager	Team Leads, Supervisors and Managers who want to further develop their leadership skills in a professional service environment	Learning Solutions	10 Weeks

**On- Line**

<b>Certification</b>	<b>For:</b>	<b>Accredited By:</b>	<b>Duration:</b>
CCSR – Certified Customer Service Representative	Those seeking a career or wanting to further develop their careers in the banking and finance industry	Learning Solutions	12 Weeks
CCSE – Certified Customer Service Executive	Those seeking a career or wanting to further develop their careers in the telecommunications industry	Learning Solutions	12 Weeks
CCSS – Certified Customer Service Specialist	Those seeking a career or wanting to further develop their careers in the following industries:  8. Public sector service 9. Aviation 10. Hospitality	Learning Solutions	12 Weeks

	11. Health care 12. Retail services 13. Christian ministry 14. Social services		
CCSM – Certified Customer Service Manager	Team Leads, Supervisors and Managers who want to further develop their leadership skills in a professional service environment	Learning Solutions	10 Weeks

### **About Learning Solutions Nigeria**

Learning Solutions Nigeria incorporated in February 2006 is a human resource consulting company whose major focus is to provide learning and development solutions to individuals and organizations.

Since inception, the company has successfully deployed service excellence training, personal effectiveness training and several soft skills training programs to individuals as well as small, medium and large organizations in both the public and private sectors in Africa.

Learning Solutions Nigeria is an accredited Service Quality Institute Minnesota, USA customer service training provider.

### **Contact**

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