



Customer Service

SEHG-WPE-4628 · Business · approx. 11 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

Workplace Essentials course covering customer service. Self-paced lessons with applied exercises.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 11 instructional videos — 11 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English · Español

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives
- **Module 2 — Who We Are and What We Do**
 - Who Are Customers?
 - What Is Customer Service?
 - Who Are Customer Service Providers?
- **Module 3 — Establishing Your Attitude**
 - Appearance Counts!
 - The Power of a Smile
 - Staying Energized
 - Staying Positive
- **Module 4 — Identifying and Addressing Customer Needs**
 - Understanding the Customer's Situation
 - Staying Outside the Box
 - Meeting Basic Needs
 - Going the Extra Mile
- **Module 5 — Generating Return Business**
 - Following Up
 - Addressing Complaints
 - Turning Difficult Customers Around

- **Module 6 — In-Person Customer Service**
 - Dealing With At-Your-Desk Requests
 - The Advantages and Disadvantages of In-Person Customer Service
 - Using Body Language to Your Advantage
- **Module 7 — Giving Customer Service over the Phone**
 - The Advantages and Disadvantages of Telephone Communication
 - Telephone Etiquette
 - Tips and Tricks
- **Module 8 — Providing Electronic Customer Service**
 - The Advantages and Disadvantages of Electronic Communication
 - Understanding Netiquette
 - Tips and Tricks
 - Eliminate Electronic Ping Pong
- **Module 9 — Recovering Difficult Customers**
 - De-Escalating Anger
 - Establishing Common Ground
 - Setting Your Limits
 - Managing Your Own Emotions
- **Module 10 — Understanding When to Escalate**
 - Dealing with Vulgarity
 - Coping with Insults
 - Dealing with Legal and Physical Threats
- **Module 11 — Ten Things You Can Do to WOW Customers Every Time**
 - Ten Tips
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-WPE-4628 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.