

CUSTOMER SERVICE EXCELLENCE & AI INTEGRATION TRAINING

Date	Time	Duration	Venue	CPD	Cost (Incl. VAT)
21st - 26th Sep, 2026	8:00 AM-4:00 PM	6 Day(s)	Bliss Resort, Mombasa	6	75,400.00

Course Overview

This six-day workshop equips customer-facing professionals, HR teams, and service leaders with practical mastery of customer service excellence. Participants learn service fundamentals, communication skills, complaint handling, experience design, service recovery, and customer relationship management. Artificial Intelligence is integrated to enhance service speed, automate responses, analyze customer behavior, personalize interactions, and strengthen service quality. The programme blends human-centric service skills with modern AI tools to produce confident, responsive, and data-driven customer service professionals.

Course Objectives

By the end of this program, participants will be able to;

- Service Foundations: Understand customer expectations, service principles, and experience drivers.
- Communication Mastery: Strengthen listening, empathy, clarity, and professional communication.
- Complaint Handling: Manage difficult customers, resolve issues, and apply service recovery models.
- Experience Design: Build customer journeys and service touchpoints that enhance satisfaction.
- AI Enablement: Use AI for chat automation, sentiment analysis, personalization, and workflow efficiency.
- Service Leadership: Build systems that reinforce service culture and continuous improvement.
- Certification Readiness: Present service improvement plans and complete certification requirements.

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Customer Service Officers and Frontline Staff
- Call Centre Teams and Relationship Managers
- HR Officers, Supervisors, and Team Leaders
- Professionals involved in customer experience and service delivery



CHRP. Den PN Gathitu

Secretary General

Academy of Certified Human Resource Professionals