

# Improving Skills on the Front Line of Business is Achievable with a Diploma in Customer Service

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/EINPresswire.com/ [ALISON's Diploma in Customer Service free online course](#) helps learners to build a better relationship with the customer using effective customer service techniques. ALISON is a world leader in online education and workplace skills training with 2 million registered learners.

ALISON.com has today announced the launch of a free online course, Diploma in Customer Service, for anyone working in the front line of customer services, from retail staff and call center operatives to business and hospitality managers.

Providing excellent customer service is essential to the long-term viability of every business. This free online Diploma course introduces the fundamental elements of customer service and explains how they can be applied in any organization.

For any business to survive, it needs to develop its customer service strategy to the highest level. The Diploma in Customer Service course details the role of customer service in the hospitality industry, the retail industry and the public sector, setting out the elements of customer service that should be focused on in each of these sectors. This course is ideal for business managers, business owners and entrepreneurs who wish to learn how to implement an effective customer service program in their organization. It will also be of interest to retail staff, hospitality workers and public servants who want to become more proficient at providing efficient and friendly customer service.

Commenting on the launch of this latest course, ALISON's Publishing Manager, Suzanne Cahill, stated that, "Good customer service is the life blood of any business; it's about keeping the customer happy and bringing them back to your business time and time again. ALISON's free online Diploma course provides learners with the key skills for delivering effective customer service, equipping them with the tools and techniques to improve their business's relationship with the customer."

The Diploma in Customer Services, through Alison.com, is an equivalent standard to FETAC Level 5 and QCF (UK) Level 3.

About Alison (Advance Learning Interactive Systems Online)

ALISON.com is revolutionizing global education and training through the provision of free interactive multimedia basic education and workplace skills training courses with certification online. With two million registered learners and 300,000 graduates worldwide, courses on ALISON are freely available from well-known multinational organisations to individual subject-matter-experts. Irish-based ALISON was founded in 2007 as a for-profit social enterprise. ALISON stands for "Advance Learning Interactive Systems Online."

Media Contact:  
Suzanne Cahill  
ALISON  
00 353 91 744564  
<http://alison.com/>

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