

Pacific Training Solutions

THE ART OF SERVICE: ELEVATE CUSTOMER EXPERIENCE



COURSE DETAILS

Location: Tassiriki (Behind PVIS)

Duration: 5 Days (6h a day / 30h)

Fee: 25,000VT

COURSE DATES: 11/08 TO 15/08

WHAT WILL YOU LEARN?

- Make a great first impression
- Understand what customers really want
- Communicate clearly and confidently
- Handle complaints with calm and care
- Turn mistakes into moments of loyalty
- Upsell respectfully
- Adapt to all kinds of customers — locals, tourists, elders

**LIMITED
SPOTS
AVAILABLE**



**BE THE REASON
CUSTOMERS
REMEMBER
YOUR BUSINESS.**

WHAT'S INCLUDED IN THE COURSE?

- A comprehensive **Learner's Guide**
- Handouts and **activity sheets**
- **Support** from experienced, locally aware trainers
- Group discussions, roleplays, and **interactive activities**
- **Refreshments** during training days
- **Certificate** of completion

WHY CHOOSE THIS COURSE?

- **Quality training** that blends practical skills with real-world theory
- **Small group sessions** for better interaction and support
- Delivered by **experienced local trainers** who understand your challenges
- Focused on **real customer service jobs in Vanuatu**
- Builds confidence, communication, and **long-term career success**

