

TRAINING SCHEDULE

Certified Customer Service Professional Workshop (CCSP)

DAY ONE: Introduction & Fundamentals

MORNING SESSION

MONDAY (11.08.2025)	TIME	TOPIC/ACTIVITY
	<ul style="list-style-type: none"> 08:30am - 09:30am 09:30am - 10:00am 10:00am - 10:30am 10:30am - 11:30am 	Arrival & Registration HSE Brief Program Overview & Class Rules of Engagement Introduction to the CCSP Certification Program: Format, Focus Areas & Expectations
	<ul style="list-style-type: none"> 11:30am - 12:00noon 	Tea Break

AFTERNOON SESSION

MONDAY (11.08.2025)	<ul style="list-style-type: none"> 12:00pm - 02:00pm 	First Session: Customer Service, Experience, and Relationship Management Fundamentals <ul style="list-style-type: none"> Defining Customer Service and Customer Experience Key Concepts in Relationship Management Differences between Service, Support, and Experience
	<ul style="list-style-type: none"> 02:00pm - 02:30pm 	Lunch Break
	<ul style="list-style-type: none"> 02:30pm - 03:00pm 	Assignment: Read case study "The Making of a Service-Centered Brand"

DAY TWO: Customer Psychology and Expectations

MORNING SESSION

TUESDAY (12.08.2025)	<ul style="list-style-type: none"> 09:00am - 09:30am 	Recap of Day One Sessions
	<ul style="list-style-type: none"> 09:30am - 11:00am 	Review Day 1 Assignment <ul style="list-style-type: none"> Case Study: The Making of a Service-Centered Brand
	<ul style="list-style-type: none"> 11:00am - 11:30am 	Tea Break
	<ul style="list-style-type: none"> 11:30am - 01:30pm 	Second Session: Understanding Customer Needs, Expectations, and Behavior <ul style="list-style-type: none"> Types of Customer Needs (Functional vs Emotional) Voice of the Customer (VoC) and Feedback Loops The Customer Journey: Touchpoints and Pain Points Consumer Behavior & Service Perception

AFTERNOON SESSION

TUESDAY (12.08.2025)	<ul style="list-style-type: none"> 01:30pm - 02:00pm 	Lunch Break
	<ul style="list-style-type: none"> 02:00pm - 03:00pm 	Class Activity: Split participants into group of 3 <ul style="list-style-type: none"> Discuss: Customer touchpoints and pain points auditing Strategize: Map out customer journey using real examples Present: Share discoveries and ethical practices
		Quiz

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DAY THREE: Service & Relationship Principles

MORNING SESSION

WEDNESDAY (13.08.2025)	TIME	TOPIC/ACTIVITY
	• 09:00am - 09:30am	Recap of Day Two Sessions
	• 09:30am - 11:30am	Third Session: Customer Service and Relationship Management Principles <ul style="list-style-type: none"> • Key Principles: Consistency, Responsiveness, and Personalization • Building Long-Term Customer Relationships Stretch Break <ul style="list-style-type: none"> • Loyalty Drivers and Service Recovery • Internal vs. External Customers
	• 11:30am - 12:00noon	Tea Break

AFTERNOON SESSION

WED (13.08.2025)	• 12:00noon - 02:00pm	Fourth Session: Understanding Customer Needs and Expectations <ul style="list-style-type: none"> • Customer Segmentation and Personalization • Tools for Measuring Customer Satisfaction Practical Exercise: Developing Customer Personas
	• 02:00pm - 02:30pm	Lunch Break
	• 02:30pm - 03:00pm	Assignment: Develop a service pledge for your organization

DAY FOUR: The Professional's Identity

MORNING SESSION

THUR. (14.08.2025)	• 09:00am - 09:30am	Recap of Day Three Sessions
	• 09:30am - 10:30am	Review Day 3 Assignment
	• 10:30am - 11:00am	Tea Break
	• 11:00am - 01:30pm	Fifth Session: The Customer Service Professional: Roles and Competencies <ul style="list-style-type: none"> • Core Competencies for the CCSP • Customer Service as a Career Path Stretch Break

AFTERNOON SESSION

THUR. (14.08.2025)	• 01:30pm - 02:00pm	<ul style="list-style-type: none"> • Ethics, Integrity, and Accountability in Service • Competency Self-Assessment and Growth Plan Lunch Break
	• 02:30pm - 03:00pm	Class Activity: Participants split into their groups of 3 <ul style="list-style-type: none"> • Role-mapping exercise: "My current vs. ideal service self"
		Quiz: CCSP competency checklist quiz

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DAY FIVE: Review and Practical Application

MORNING SESSION

FRIDAY (15.08.2025)	TIME	TOPIC/ACTIVITY
	• 09:00am - 09:30am	Recap of Day Four Sessions
	• 09:30am - 10:30am	Case Studies <ul style="list-style-type: none">• Good vs. Poor Customer Service
	• 10:30am - 11:00am	Tea Break
	• 11:00am - 12:30pm	Group Presentation <ul style="list-style-type: none">• Analyze a Customer Experience scenario

AFTERNOON SESSION

FRIDAY (15.08.2025)	• 12:30pm - 01:00pm	Lunch Break
	• 01:00pm - 02:00pm	Muslim Prayers Break
	• 02:30pm - 03:00pm	Exam Practice Questions <ul style="list-style-type: none">• Mock Assessment

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DAY SIX: Communication Mastery MORNING SESSION

MONDAY (18.08.2025)	TIME	TOPIC/ACTIVITY
	• 09:00am - 09:30am	Mock Test Analysis
	• 09:30am - 11:00am	Sixth Session: Effective Communication and Emotional Intelligence <ul style="list-style-type: none"> • Verbal and Non-Verbal Communication Skills • Listening to Understand vs. Respond • Listening, Questioning, and Clarifying Techniques
	• 11:00am - 11:30am	Tea Break

AFTERNOON SESSION

MONDAY (18.08.2025)	• 11:30am - 01:30pm	<ul style="list-style-type: none"> • Understanding Emotional Triggers in Customers • Emotional Intelligence in Service Interactions • Handling Difficult Conversations and Emotional Customers
	• 01:30pm - 02:00pm	Lunch Break
	• 02:00pm - 03:00pm	Class Activity Video Analysis & Role Play Scenarios

DAY SEVEN: Service Excellence at the Frontline MORNING SESSION

TUESDAY (19.08.2025)	• 09:00am - 09:30am	Recap of Day Six Sessions
	• 09:30am - 11:00am	Seventh Session: Frontline Service Excellence and Problem Resolution <ul style="list-style-type: none"> • Service Quality Standards and KPIs • Managing First Impressions and Reputations • Service Recovery Techniques and Apology Frameworks
	• 11:00am - 11:30am	Tea Break
	• 11:30am - 01:30pm	<ul style="list-style-type: none"> • Root Cause Analysis of Service Failures • Conflict Resolution and Escalation Techniques • Turning Complaints into Opportunities

AFTERNOON SESSION

TUESDAY (19.08.2025)	• 01:30pm - 02:00pm	Lunch Break
	• 02:00pm - 02:15pm	Group Photograph (All Participants - Cohort 1)
	• 02:15pm - 03:00pm	Class Activity: Participants split into their group of 3 <ul style="list-style-type: none"> • Design a frontline service checklist
		Group Presentation

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DAY EIGHT: Digital Service and Future Trends (Optional Advanced Topic)

MORNING SESSION

WEDNESDAY (20.08.2025)	TIME	TOPIC/ACTIVITY
	• 09:00am - 09:30am	Recap of Day Seven Sessions
	• 09:30am - 11:30am	Eight Session <ul style="list-style-type: none"> • Omnichannel Customer Service • Leveraging CRM Tools and Chatbots Stretch Break <ul style="list-style-type: none"> • Self-Service vs. Human Interaction • Trends in Customer Service (AI, Personalization, Automation)
	• 11:30am - 12:00noon	Tea Break

AFTERNOON SESSION

WED (20.08.2025)	• 12:00noon - 02:00pm	Final Session: Exam Preparation and Review <ul style="list-style-type: none"> • Full Review of All Key Modules • Certification Strategy: Study Tips & Time Management
	• 02:00pm - 02:30pm	Lunch Break
	• 02:30pm - 03:00pm	Mock Exam (Part 2)

DAY NINE: Assessment and Certification Readiness

MORNING SESSION

THUR. (21.08.2025)	• 09:00am - 11:00am	Mock Exam Part 3 (Timed)
	• 11:00am - 11:30am	Tea Break
	• 11:30am - 01:30pm	CCSP Exam (1 st Batch) (2 hours)

AFTERNOON SESSION

THUR. (21.08.2025)	• 01:30pm - 02:00pm	Lunch Break
	• 02:00pm - 04:00pm	CCSP Exam (2 nd Batch) (2 hours)

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DAY TEN: Review and Practical Application

MORNING SESSION

FRIDAY (22.08.2025)	TIME	TOPIC/ACTIVITY
	• 09:00am - 09:30am	Exam Review
	• 09:30am - 11:30am	Exam Retake (for participants who failed at first attempt)
	• 11:30am - 12:00noon	Tea Break

AFTERNOON SESSION

FRIDAY (22.08.2025)	• 12:00pm - 02:00pm	Exam Retake (for participants who failed at first attempt) / Muslim Prayers
	• 02:00pm - 02:30pm	Lunch Break
	• 02:30pm - 02:50pm	Certificate of Participation Presentation
	• 02:50pm - 03:00pm	Appreciation, Closure and Departure
