



DIPLOMA in **CUSTOMER SERVICE**

Accredited by



**Skill Development
Council Canada**



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About Us



Rex Academy is a well-known provider of educational and skill-development training in Sri Lanka.

It has been in operation since 2011, and it obtained legal business registration in 2022. Rex William Pitiyage, a renowned customer service GURU and World-class trainer, is the director and core founder.

Rex Academy and the Learning & Performance Academy were connected in 2017 to provide corporate staff with access to training resources for skill development. It has collaborated with more than a six hundred signature training sessions and active 12,000 + training hours in Sri Lanka, India, and the Maldives.

The institute chose to provide Diploma courses for some important skills through an online platform after a decade of internal training as a turning point to involve the entire country.

Rex, a Customer Service GURU and World-class trainer, provides the best instruction to students that sign up for the relevant courses, keeping up with international standards.



Our Partnership

Certificate Of Partnership



Skill Development
Council Canada

REX ACADEMY

Democratic Socialist Republic of Sri Lanka

Is an accredited learning partner of Skill Development Council Canada

Learning Partner Code - 1020

Valid Till 31 December 2023

Alex Nan

Head of Operations

Skill Development Council Canada
20th bay, 7th street, Ontario | www.sdccanada.org





Our Signature Course

Diploma in Customer Service

A customer service education is crucial because it gives students the knowledge and abilities they need to connect with clients and deliver great service. It aids people in gaining strong interpersonal, problem-solving, and communication skills that enable them to handle difficult circumstances and deal with client concerns in a considerate and professional manner. Individuals can improve customer satisfaction and loyalty, create and sustain strong connections with consumers, and contribute to the general success and reputation of an organization by understanding the fundamentals of customer service.



Our training is made to make it simple to practice and develop the skills that help customers maintain positive engagement. This course's knowledge will help students, and it will also advance their skills and increase their sense of worth. Employees who already work in customer service will have a good possibility of being promoted or receiving a pay raise with this qualification.



Who is this course for?

- Who is looking for high paid job in the customer service sector?
- Who in the customer service position is anticipating a promotion?
- Who needs a credential with global recognition?
- Who is seeking employment abroad in order to immigrate?

Eligibility

- G.C.E Ordinary Level or Equivalent qualification
- Minimum six months work experience in any field



Mode of Training

- An online, dedicated LMS platform is used
- One to One guidance will be provided
- You can join the course at any time and any place
- Once a week learning



Duration

- Two months
- Once a week – Two hours (Theory) – Total : 12 hours (six weeks)
- Learning updates on every Sunday
- Once a week – Eighteen hours (On The Job practice in your own space) – Total : 90 hours (five weeks)
- Assignment work – Eighteen hours
- Total hours of entire course – **122 hours**



Curriculum

Module 1	Customer Service Basics
	Introduction to customer service
	Customer service techniques
	Communicating with the customer
Module 2	Providing Excellent Customer Service
	What is excellent service?
	Maintaining a standard of excellent service
	Creating customer loyalty
Module 3	Customer Service in the Hospitality Industry
	The hospitality customer
	The 12 steps of hospitality service
	Customer service in restaurants
	Management in the hospitality industry
Module 4	Customer Service in the Retail Industry
	The philosophy of retail service
	Communicating with the customer
	Management in the Retail industry
Module 5	Customer Service in the Public Sector
	Customer service philosophy of the public sector
	The policies and principles of customer service
Module 6	World-Class Customer Service
	General mistakes in the Customer service
	Dos and Don'ts in the customer service
Module 7	Communication Skills
	Techniques to calm down an Irate customer
Module 8	Types of Customers
	Identify the customer
	How to approach different type of customers
Module 9	Personal Development
	The importance of personal grooming
	Personal grooming etiquette
Module 10	Customer Feedback and the CRM System
	The importance of Customer Feedback and the CRM system
	Net Promoter Score
	Quality of Service
Assessment	1. Final MCQ assessment of 25 questions (In order to pass the course, student must score more than 80 marks out of 100) 2. Assignment – 2500 words

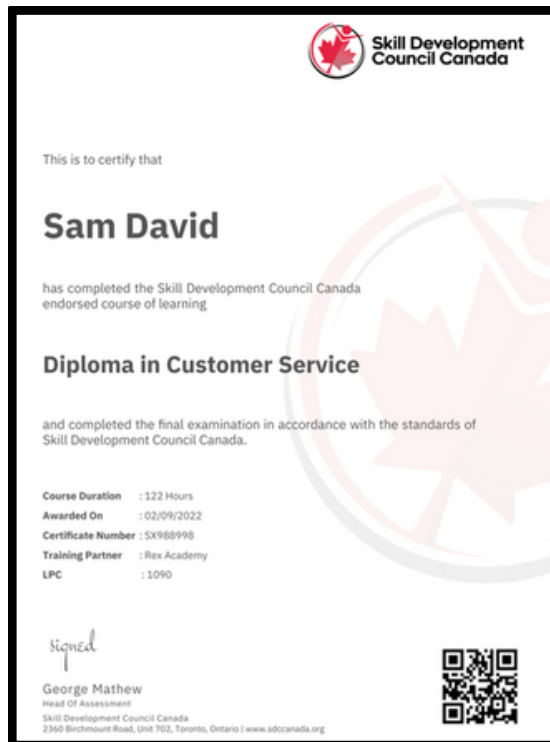


Skill Development Council Canada

Accreditation

- Diploma in Customer Service course is locally accredited by Rex Academy and the Learning & Performance Academy
- The course is globally recognized and endorsed by the Skill Development Council Canada (SDC)
- It is Sri Lanka's sole and exclusive course that is recognized internationally.

Specimen Certificates



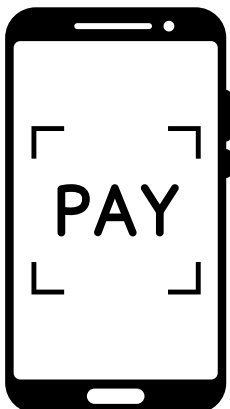


Course Fee

- Admission fee – LKR 2,500 (Local), USD 50 (International)
- Course Fee for Local students – LKR 23,000
- Course Fee for International students – USD 125
- The course fee includes the cost of the Skill Development Council of Canada-endorsed certificate and the Rex Academy-accredited certificate
- **Early bird discounts may be available based on the offers and promotions; for more information, please contact the Rex Academy**

Payment Method

Payment can be done to below bank account and forward the receipt to **thelpa.srilanka@gmail.com** or Whatsapp it to **+94777344776 or +14376659342**



P R William
Account No: 020 107000 764
Cargills Bank
Rajagiriya Branch



Special Offer

50%
Discount for
Customer Service
Professionals and
Students



**Skill Development
Council Canada**



Contact

For any inquiries, please do not hesitate to reach us



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