



Skills for Customer Service Manager

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What Customer Service Manager do?



Guest satisfaction



Handling complaints and solving problems



Implementing policies



Staff training and development



Reports and analysis



SKILLS REQUIRED FOR POSITION

Excellent verbal
and written
communication
skills

Good listening

Solving problems

Creative

Motivational

Work well under
pressure

IT software
knowledge and
presentation

Leadership skills

Education HND
business, marketing
or management
studies



SWOT ANALYSIS

STRENGTHS

- Communications skills like: listening, problem solving
- People skills
- Work well under pressure
- Good network and contacts
- Experience in guest relations
- Organizing and planning
- Leadership

WEAKNESSES

- Education and diploma
- Academic skills
- IT knowledge and presentations
- Availability (9-5 job)
- Confidence and self believe



SWOT ANALYSIS

OPPORTUNITIES

- Different sectors:
retail, leisure and hospitality,
banks, insurance companies,
utility organisations and many
more
- Trainings and personal
development

THREATS

- Competition, younger candidates
- 3 years working gap and growing
- Market changes due to Covid



SKILLS TO WORK ON



Writing skills



IT skills



Public speaking and presentations



Time management



self development

PERSONAL GOAL

Finish studies with the Degree





Questions?





References

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