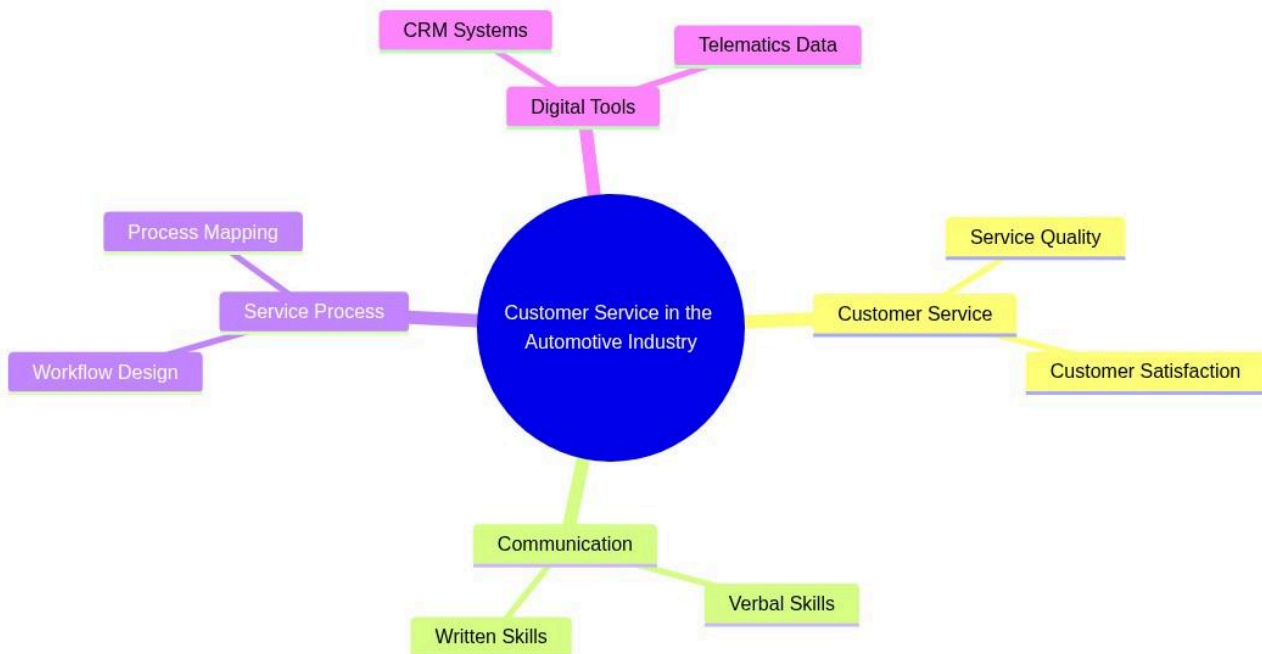


Undergraduate Certificate in Automotive Service Management

Customer Service in the Automotive Industry



mindmap

root((Customer Service in the Automotive Industry))

Customer Service

Service Quality

Customer Satisfaction

Communication

Verbal Skills

Written Skills

Service Process

Workflow Design

Process Mapping

Digital Tools

CRM Systems

Telematics Data