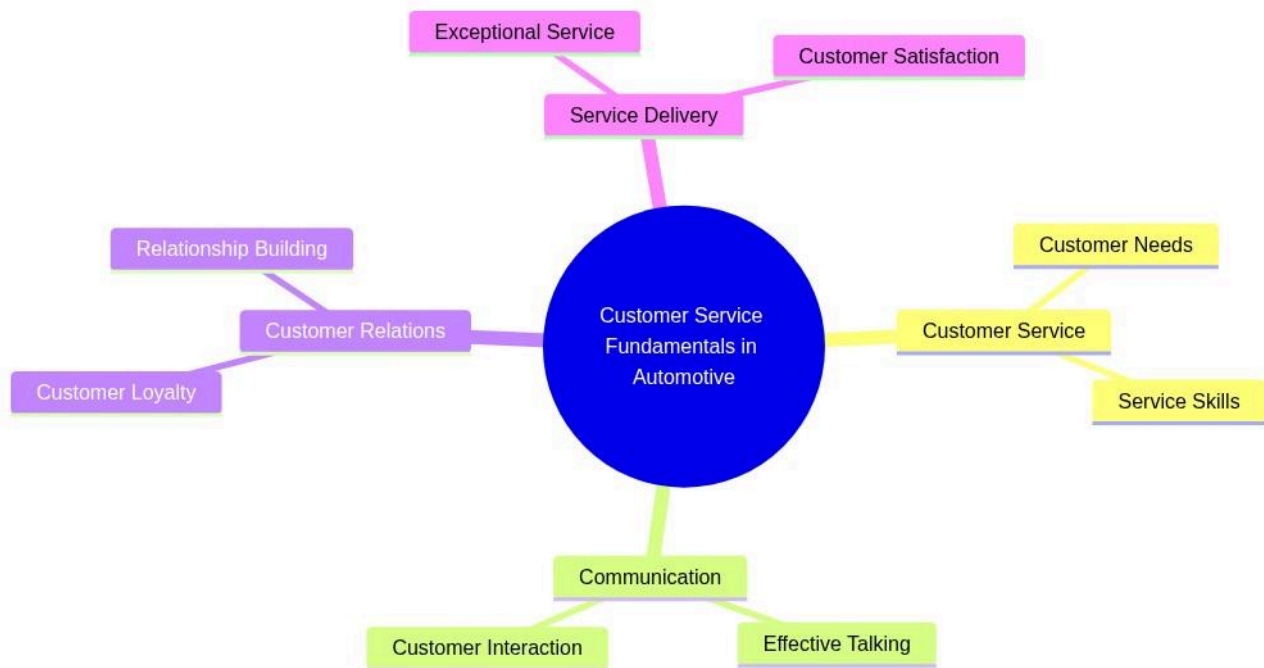


Professional Certificate Course in Customer Service for the Automotive Industry

# Customer Service Fundamentals in Automotive



mindmap

```
root((Customer Service Fundamentals in Automotive))
  Customer Service
    Customer Needs
    Service Skills
  Communication
    Effective Talking
    Customer Interaction
  Customer Relations
    Customer Loyalty
    Relationship Building
  Service Delivery
    Exceptional Service
    Customer Satisfaction
```