

Training Record for Staff

Employee Information

Name: Michael Brown

Position: Customer Service Representative

Department: Customer Support

Training Date

Date: December 5, 2025

Training Provider

Provider: Customer Excellence Academy

Training Session Title

Title: Mastering Customer Service Excellence

Objectives of Training

Goals: The primary objective of this training was to enhance customer interaction skills, focusing on conflict resolution, effective communication, and customer satisfaction enhancement. The training was aimed at equipping staff with the tools and techniques needed to handle challenging customer interactions while maintaining positive customer relationships.

Skills Acquired

Details: Michael developed advanced communication skills, learned strategies for de-escalating conflicts, and gained insights into customer psychology. He also

practiced these skills through role-playing exercises, which improved his ability to navigate complex customer scenarios.

Duration of Training

Duration: The training session spanned a full day, totaling 8 hours of intensive instruction and practical exercises.

Assessment Results

Performance: Michael excelled in the practical assessments conducted at the end of the training, demonstrating a significant improvement in handling customer complaints and resolving conflicts. His ability to empathize with customers and find effective solutions was notably enhanced.

Comments/Feedback

Feedback: Michael appreciated the depth of the training, particularly the sections on conflict resolution and emotional intelligence. He found the interactive components such as role-playing to be highly effective in simulating real-life customer interactions. Based on his feedback, he suggested that similar training sessions be conducted semi-annually to keep the team updated with the latest customer service techniques.