



 **Tecswan.**  
INSTITUTE FOR MANAGEMENT STUDIES  
T. I. M. S

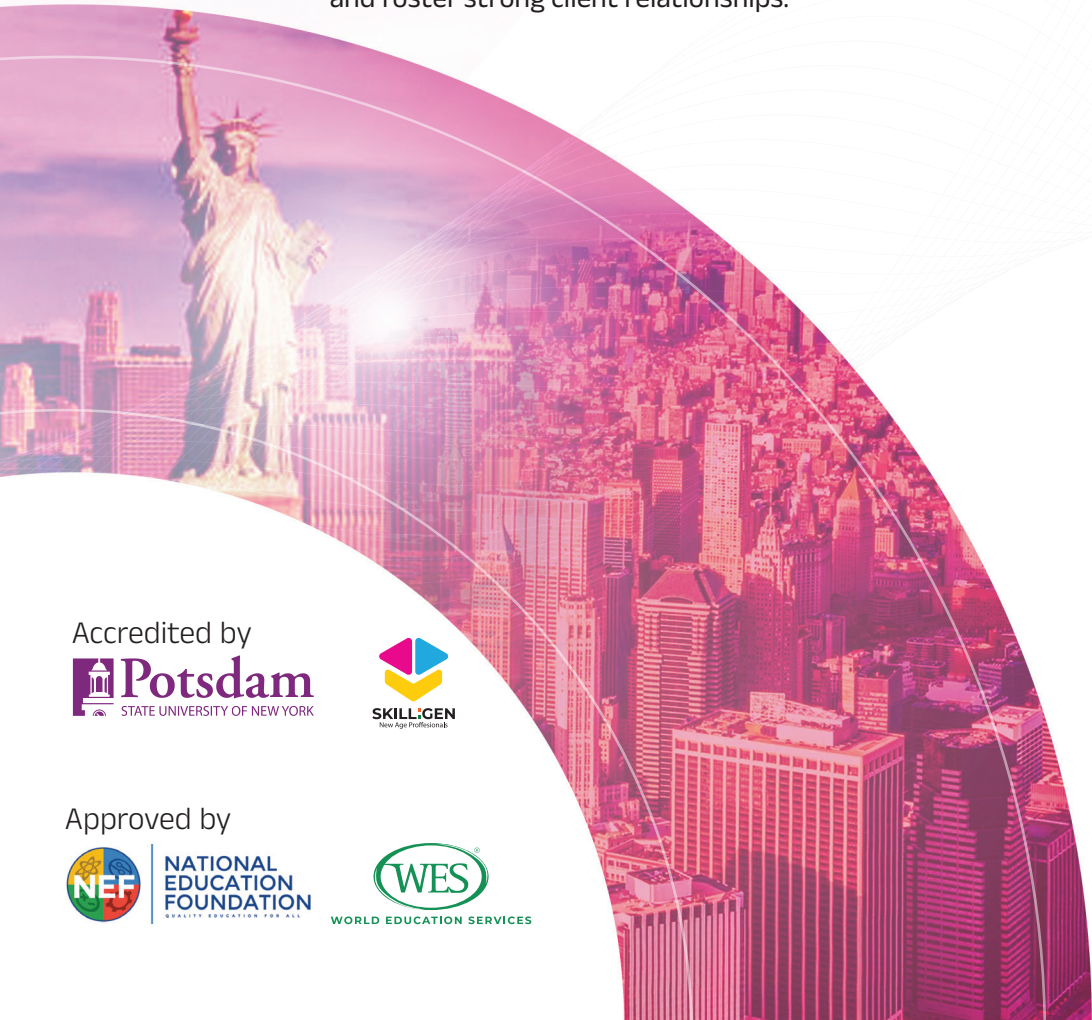


No:57, 5th Cross Road, Giringar Housing Colony, Giri Nagar,  
Kadavanthra, Kochi, Ernakulam, Kerala 682020



# CERTIFICATE IN CUSTOMER SERVICE

A globally recognized certification from the prestigious Potsdam University, New York, with over 200 years of academic heritage, providing you with the skills to deliver exceptional customer experiences and foster strong client relationships.



Accredited by



Approved by



WORLD EDUCATION SERVICES

## ❖ Why this Course?

This program focuses on customer satisfaction, effective communication, and service excellence. It's ideal for those looking to stand out in customer-facing roles and those aiming to improve customer relations in any industry.

## ❖ Course Highlights

- ❖ **Globally Recognized Certification** – Build credibility with a certification trusted worldwide.
- ❖ **Flexible, Online Learning** – Study at your own pace, from anywhere in the world.
- ❖ **Accelerated Program** – Fast-track your learning and enhance your skills quickly.

## ❖ Why Choose TIMS for this Course?

We are proud to be the first institution in Kerala to offer this course in partnership with the esteemed Potsdam University, a New York-based institution with over 200 years of academic excellence.

At TIMS - Tecswan Institute of Management Studies, our mission is to provide top-quality management education that aligns with students' and working professionals career goals and industry needs.

Committed to excellence, we continuously update our curriculum to reflect industry trends, ensuring that our graduates are well-prepared to lead and adapt in the ever-evolving world of management.

## ❖ Is This Course Right for You?

This course is perfect for anyone aiming to elevate their skills in customer relations and service excellence. It's designed for those with a +2 qualification and professionals seeking a career boost. If you're looking to make an impact in customer-focused roles, this program provides the insights you need to succeed.



## ❖ Our Specialities.

- ❖ **Accreditation by Potsdam University of New York** - Benefit from a globally respected US-based state university.
- ❖ **National Education Foundation (NEF) Approved** - Trusted and recognized standards in education.



### **Fast-Track Programs**

Short, intensive courses for rapid skill-building



### **Online Learning Platform**

Study whenever, wherever.



### **Webinars & Workshops by Industry Experts**

Connect with thought leaders and gain insights from the best.



### **Open Enrollment**

No deadlines; enroll anytime, begin anytime.



### **Affordable, Interest-Free Payment Options**

Manageable plans to support your educational goals.



### **Apostille-Ready Certification**

Globally valid and recognized by WES.



### **Open to High School Graduates**

Start your journey with just a +2 qualification.



### **Real-World, Project-Based Learning**

Learn through live projects to build a portfolio.



### **Performance-Based Assessments (Viva)**

Demonstrate skills in practical settings.