



CHRM College

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FEES STRUCTURE DIPLOMA IN CUSTOMER SERVICE SINGLE SUBJECT (ICM)

Course overview

This course emphasizes that excellent customer service is considered as a prerequisite for Successful company. It aims to clarify what this means for the customer service manager. A concise introduction to the business reasons for building good relationships with customers is presented as well as an examination of the management framework of customer service. The customer service manager's role is explained and techniques offered that are easy to implement and will improve customer service. This Diploma in Customer Service will set you on a path to a successful career delivering exceptional customer service with potential employers.

Requirements

Course Duration: 3 months

Exam Body: ICM

Grade: D and Below

DETAILS	FEES
Diploma in Customer Service (Single Subject) - ICM	
Registration fee	2,000.00
Library fee	3,000.00
Caution fee	2,000.00
Development fund	500.00
Student ID	500.00
Orientation fee	1,500.00
Registration fee (With ICM)	5,600.00
Examination fee	5,400.00
Tuition fee	15,000.00
TOTAL	35,500.00

PAYMENT DETAILS

BANK

A/C Name: College Of Human Resource Management

Account No. 1180194667

Bank: KCB Bank Kenya Limited

Branch: Biashara Street Swift

Code: KCBL KENX

Bank/Branch Codes: 01263

MPESA-PAYBILL

Business No.:522123

Account No:80295K(Add admission number after letter K)

(If No Admission number add your 2 names after letter K)