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Miguel Ángel Mateos de Pablo Blanco

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Aplicar técnicas de comunicación básica en distintas situaciones de atención y trato en función de distintos elementos, barreras, dificultades y alteraciones. Adoptar actitudes y comportamientos que proporcionen una atención efectiva y de calidad de servicio al cliente en situaciones sencillas de atención básica en el punto de venta. Aplicar técnicas de atención básica en distintas situaciones de demanda de información y solicitud de clientes. Adoptar pautas de comportamiento asertivo adaptándolas a situaciones de reclamaciones y/o solicitudes de clientes en el punto de venta o reparto a domicilio. Ebook ajustado al Certificado de Profesionalidad de Actividades auxiliares de comercio.

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