

CUSTOMER SERVICE SUCCESS

TAKE YOUR SKILLS TO THE NEXT LEVEL



WHO SHOULD ATTEND?

This course is suitable for Executives, Business Development Officers, Sales & Marketing Personnel, Customer Service Personnel, Front Liners

PROGRAM OUTLINE

- Recognise how one's attitude affects service standards.
- Master techniques for dealing with difficult customers.
- Provide customer service in a professional & positive manner.
- Discover how to maintain a positive, customer-focused mindset.
- Gain insights to connecting with customers online (emails, online services).

PROGRAM COVERAGE

- Introduction to Service Excellence
- Interpersonal Skills
- Advanced Skills for Building Trust
- Call Handling Techniques
- Social Media Management

SBL Khas Claimable

