

BASIC CUSTOMER SERVICE SKILLS - LITTLE THINGS MAKE A BIG DIFFERENCE

Administration
and Customer
Service
Series

OVERVIEW

Customer service focused culture should be practiced across all levels in a business in order to keep bringing customers back. All levels of employees must have basic good customer service skills in order to bring the company to the next level of success. Internal and external customers form the bulk of customers. Customer service should be extended to internal customers for the support given to the field staff. At the same time, they should also equip themselves with good customer service skills for maximum contribution to their company's goals.

WORKSHOP OBJECTIVES

- To equip all levels of employees with basic good customer service skills
- To stay competitive in this challenging time with customer service excellence
- To instil confidence in customers' perception in order to bring them back.
- To build a customer service cultured workforce
- To achieve company's objectives

WHO SHOULD ATTEND?

This training is intended for people without customer service skills and also those with very little customer service training. It is also a good refresher course for those in the service line.



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