

CUSTOMER SERVICE - LITTLE THINGS MAKE A BIG DIFFERENCE



COURSE OVERVIEW

Customer service is one of the most crucial parts of any business. They are called the front liners as they are the first point of contact that customers have with the organization. It is paramount that they have the essential skills to ensure each call or visit that customers do for the first time is a pleasant experience. Therefore it is important for customer service staff to deliver their duty efficiently all the time. The business environment is so competitive nowadays that it has come to a point where losing a customer is too great a loss. This course is designed to equip the customer service staff all the essential skills in ensuring high level of service standard.

OBJECTIVES

- Understand the concept of good customer service
- Internalize the techniques of complaint handling
- Apply their knowledge of social etiquette
- Show ability to project professional image

COURSE OUTLINE

- Module 1: Winning The Customers' Heart
- Module 2: Courtesy is The Best Policy
- Module 3: Hello...
- Module 4: How May I Help You?
- Module 5: Empathy VS Sympathy
- Module 6: The Voice
- Module 7: Cyber Etiquette
- Module 8: Looking Your Best at Work

TARGET AUDIENCE

Receptionists
Front desk staff
Telesales/showroom sales representatives
Call centre staff
Support staff handling enquiries and complaints
Customer service staff liaising with customers.

COMFORI SDN BHD

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