

# PRACTICAL CUSTOMER SERVICE SKILLS



## OVERVIEW

- Understanding the importance of Exceptional Customer Service
- Knowing Self, Customer, Business and Resources
- Practical Customer Service Skills (Perception Vs Reality)
- Simple way to handle difficult Customer situations
- Participants will learn Essential Interpersonal Skills (Verbal and Non- Verbal Communication, Problem Solving Skills) to enhance Customer Service
- Motivation for Self and Team

## OBJECTIVES

- Understand the importance of Self, Customer and Business to provide Exceptional Service
- Learn techniques that will enhance their services, while solving difficult situations
- Practice and apply Essential Interpersonal Skills to enhance service
- Adapt to different situations and use effective problem solving skills
- Learn to motivate self and team and enjoy work
- Develop simple and practical action plan

## COURSE OUTLINE

- Critical Success Factors towards High Performance
- Managing your career path & direction
- Know your KSA (Knowledge, Skills and Attitude)
- Leverage your KSA and Improvise
- Effective Communication for "Win-Win" Outcomes
- Managing Difficult Personalities



## WHO SHOULD ATTEND?

- Customer Service Personnel
- Customer Relation officers
- Sales Executive
- Sales or Customer Service Manager who need to provide training to staff



### COMFORI SDN BHD

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