

# WINNING CUSTOMER SERVICE

## OVERVIEW

In today's business environment, Customer expectations are extremely high and you may encounter some very challenging people demanding for quality, speed, delivery and cost control. This Customer Service Excellence program aims to bring professional, high-level customer service concepts into common currency with front-line public services by offering a unique improvement tool to help those delivering public services put their customers at the core of what they do.

## OBJECTIVES

- Improve skills & Confidence
- Develop a Customer Centric Mindset
- Gain Confidence on Interaction with Customers
- Increase in Efficiency and Productivity of organisation
- Creating the desired image & Impression of the organization

## COURSE OUTLINE

- ABC (Attitude, Belief & Communication) Values
- Ingredients of the Right Mental Attitude
- The Silent Skills for Gaining Unlimited Power skills of Communication
- Managing Challenging Customer
- Understanding Your Role

## WHO SHOULD ATTEND?

- Clerk
- Administrative Assistants
- Administrative Executives
- Office Administrators
- Frontlines



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