

SBL CLAIMABLE

COMMUNICATION & CUSTOMER SERVICE SKILLS



OVERVIEW

Today's customers are a fast-moving, demanding crowd. They are looking for products and services that are proven yet innovative. They want information at their fingertips. With the right communication and customer service management solutions in place, we can help organizations to build and nurture lasting one-on-one relationships with customers. Thus, it enhances the business efficiencies and profitability. This course will give the participants the idea of getting the right methods how to handle the customer relations as front liners and solve any problem successfully.

OBJECTIVES

At the end of this program participants will be able to:

1. To establish excellent customer care culture; develop good working attitudes and personal etiquettes
2. To understand the elements of successful customer communication and improve skills in this area
3. Improve questioning and listening skills
4. Identify customer's real issues and match with appropriate solutions

COURSE OUTLINE

- Building Career Tower
- Customer Complaints and People Personality
- Complaints Handling Skills
- Identify Problems & Solve complaints
- The Power of Voice & Tone
- Emotional Control Facing Difficult Times



WHO SHOULD ATTEND?

- Customer Service Executives
- Team Leaders
- HR Executives
- Managers



COMFORI SDN BHD

E-02-03, East Wing,

Subang Square Business Centre Jalan SS15/4G,
47500 Subang Jaya, Selangor Malaysia

If you have any enquiries, please call us at
03-56213630 OR email to info@comfori.com

