

CUSTOMER SERVICE WITH IMPACT

Secrets to Superior Service



EXPAND YOUR CUSTOMER SERVICE CAPABILITIES

This 2-day power-packed workshop is presented in an approach that challenges the head to think, engages the heart to experience pertinent concepts while moving the hands to use the techniques taught.:

HOW YOU AND YOUR ORGANISATION WILL WILL BENEFIT:

"*The Customer Service with Impact*" workshop is designed to strengthen your organization in following ways:

- Understand the concept of seeing the customer in themselves
- To better read the customer by understanding customer's personality
- Understand exceed customer's expectation and cultivate a service culture
- To have effective customer management skills during a crisis situation.
- To better work in a team to serve the customer as an effective unit.

KEY CONTENTS

1. The Customer In Me – Understand Who I Am In The Eyes Of The Customer

- Lead into a deeper understanding of their personality types.
- Understand the relation to their customer service styles.
- Match the type of customers modality

2. Exceeding Customer Satisfaction – Giving WOW Service Standards Everytime

- Participants will learn the different levels of service
- Lead to better understand where their level of service is and how to raise it
- Provided Tips to strive to achieve unbelievable services standards.

3. Handling Customer Complains – When Something Goes Wrong Make It Right

- Understanding of the 7 step complaints handling process
- Role plays to show the finer points of customer handling techniques
- Exposed to methods on how to anticipate guest problems before they happen.

4. A Team For The Customer – Customer Wins When We Do It Together!

- Experience and discover the present level of communication as a team
- Feel the benefits of enhanced team work for enhanced customer service
- To work together and appreciate forward movements towards the objectives.

WHO SHOULD ATTEND

This programme is for everyone in the organization especially those who are part of the customer contact positions who needs to enhance their knowledge, skills and attitudes towards providing superior customer service.

DISCOVER THE 12 KEY AREAS OF SUPERIOR CUSTOMER SERVICE

"Customer Service with Impact" will enlighten participants to change their mindset towards mediocre customer service standards. This workshop focuses on four parts of effective customer service: **Understanding Self, Understand Customer, Managing Customer and Customer Service Team working**. Participants should be able to absorb these key elements built within the programme:



- The Introvert Customer
- The Extrovert Customer
- The Sensing Customer
- The Intuitive Customer
- The Feeling Customer
- The Thinking Customer
- The Judging Customer
- The Perceiving Customer
- Managing Customer Expectation
- Complaints Management
- Team Spirit Service
- Communication Excellence

DEVELOP ORGANISATIONAL EXCEPTIONAL CUSTOMER SERVICE PROVIDERS

Organizations use the *"Customer Service with Impact"* programme to help people:

- Uncover hidden ability to serve customers and represent the organization.
- Build confidence in participants to handle difficult customers.
- Encourage acceptance of different types of customer personality.
- Team working mastery for better customer service.

SESSION STYLE

Lectures will be kept to the essential minimal while experiential learning will take precedence with question and answer sessions, case studies, discussions, group dynamics, thought-provoking games and humorous role-plays. This is the unique feature of our workshop in ensuring participants gain not only knowledge, but also insights through active participation.

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