

Excellent Customer Service



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➔ Course Objective

- Recognize a diverse range of customers, their needs and expectations
- Understand the Benefits of Understanding the Customer's Expectations
- Why customer service is so important
- Service excellent for customer satisfaction
- Identify customer needs, apply effective communication techniques and understand the types of services behaviors that truly make an exceptional difference to the customer
- Use engaging skills vital in building and strengthening relationship with customers and build customer loyalty
- Learn how to handle challenging situations and diversity
- Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations

➔ Target Audience

- Customer Service Staff and Supervisors
- Customer Relationship Managers



Course Outline

Day 1

- Introduction
- Establish Expectations
- Learning Objectives
- Service excellent for customer satisfaction
- Your Personal Experience as a Customer
- Vision Statement of a Company
- Mission of a Company
- Why Customer Service is so Important
- Handle Challenging Situations and Diversity

Day 2

- Pillars of Service Excellence
- Moment of Truth
- Internal and External Customers
- Identify Customer Needs
- Service Mindset
- Positive Mindset for Service Excellence
- Treat Your Customers like Boss
- Changing Negative Attitude to Positive Attitude
- Develop the Service Champ
- Listening for Dollars

Day 3

- What Customers Really Expect
- Effective Communication Techniques
- Mind Your Language
- Understand Your Customer with Empathy

- Right Words to Use for an Angry Customer
- Understand the types of Services Behaviors
- Types of Service Behaviors
- Understand why Customer Behaviors
- Complaints are Good News
- Make Exceptional Difference to Customer

Day 4

- Dealing with Customer Complaints
- Techniques to Manage Complaints
- Steps in Managing Complaint 'Head-on'
- Increase Customer Satisfaction
- Doing the Extra Miles
- Enlighten Your Customers
- Build Customer Loyalty

Day 5

- Connect with Customers Effectively
- Building Rapport
- Sense of Immediacy
- Reassurance
- Transfer Excellent Customer Service to Workplace
- Learning Review
- Personal Action Plan

➤ The Feature Of Asia Master Training And Development Center

- we pick up the customer from the airport to the hotel.
- we give the participant training bag includes all the necessary tools for the course.
- Working within groups to achieve the best results.

- All our courses are confirmed and we do not postpone or cancel the courses regardless of the number of participants in the course.
- We can assist you in booking hotels at discounted prices if you wish to book through us.
- We offer the certificate from Asia Masters Center for Training and Administrative Development.

➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
- 2) Training Room.
- 3) Training.
- 4) Coffee break.
- 5) The training bag includes all the tools for the course.

Price (USD)

**Communicate with the training department
to know the participation fees**

➤ **There are offers and discounts for groups**

The details of the bank account

Bank name: CIMB Bank Berhad

Account name: Asia Masters Center SDN. BHD

Bank account number: 80-0733590-5

Swift code: CIBBMYKL

IBAN: Null

