



Asia Masters Center

Building a Customer-Centric Service Culture





Building a Customer-Centric Service Culture

➔ Course Objective

Building a Customer-Centric Service Culture training course aims to help participants achieve the following objectives:

- Improve the customer experience within their organisation
- Help develop a customer-centric service culture
- Develop, implement, train and monitor brand experience behaviours
- Challenge how customer centricity is delivered by existing strategy and how it drives superior performance
- Develop a customer-focused mindset for continuous improvement
- Produce a personal service improvement action plan

➔ Target Audience

- Function and Department Heads
- Supervisors
- Customer Service Managers
- Customer Service Team Leaders and Supervisors
- Account Managers
- Sales Managers
- Marketing Professionals
- Customer Service Professionals
- Sales Account Managers
- Sales Professionals



Course Outline

Day 1

- Understanding Your Customer Experience
- Defining your current customer service culture
- Measuring the level of customer centricity
- Intuition is not acceptable. Decisions must be made using quantitative data
- How does your organisation rate on customer centricity? Do your customers agree?
- What does the perfect service experience look like for your customers?
- Customer Journey Mapping – key to understanding your customer's experience
- Practical- self-assessment

Day 2

- Reinventing Your Customer Experience
- Primary and secondary motives for the new culture
- Vision and Values – empty words?
- Developing Brand Values and Behaviours that determine how you do business with your customers and how your employees are managed
- The path to customer satisfaction, retention, advocacy and sustained revenue growth
- Measure customer centric culture progress against set targets
- Role Modelling the desired behaviours
- Building and maintaining customer and employee trust



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Day 3

- The Building Blocks for a Customer-Centric Service Culture
- Communication:
 - Starting with vision and values
 - Communication consistency to build trust and passion
 - Share feedback – customers, suppliers and employees
 - Communicate how you are acting on feedback
- Skills:
 - Examining competency requirements
 - Ensure proficiency in technical and soft skills
 - Using good judgment in all situations – always do right by the customer
- Accountability
 - What gets rewarded gets done
 - Developing and aligning to culture and feedback metrics
 - Risk tolerance and penalties
- Systems
 - Making it easier and nicer for customers to use your solutions
 - Customer centric policies, procedures and tools
 - You need more than CRM, on its own CRM will fail
 - Using technology to share customer stories
 - A robust customer complaint system

Day 4

- Helping Your Employees to Deliver Superb Service
- Identify employee competencies that directly reflect brand values
- Getting the right people in place with the personality to match the desired culture
- Redesign and conduct recruitment and induction programs that reflect the customer centric vision, values and strategies

- Train, support, reinforce and discipline – soft skills, customer service expectations and core values
- Everyone must participate in the training, including leaders
- Customer centric workshops facilitated by senior leaders
- Facilitating cross-functional collaboration

Day 5

- Actions for You and Your Team to Become More Customer Centric
- Drive a customer experience culture across your area of responsibility
- Identify and implement significant changes in customer experiences
- Empower everyone to be a customer service leader
- Create customer advocates
- Develop visual tools to constantly reinforce brand values and behaviours
- Act on feedback through Service Improvement Action Teams
- Personal service improvement 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.



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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