



Asia Masters Center

The Concept Of Caring For Senior Customer Service





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Course Objective

- Understand how and why VIP customer service & etiquette needs to be different
- Skyrocket your results via establishing reliable contacts with VIP customers
- Build and manage client contacts and relationships with outstanding results
- Learn techniques and get certified in the delivery of an outstanding VIP experience
- Know how to switch from aggressive selling to sales via service delivery
- Communicate with customers more efficiently via various communication channels
- Perfect your interactions using the techniques acquired from the course
- Study the realities and specifics of VIPs in the UAE and its multicultural aspects
- Create a clear plan and strategy on how to improve your relationship with your VIPs
- Increase customer satisfaction, which ultimately impacts your overall personal results
- Become a true professional when working with all types of VIP customers



➔ Target Audience

- Managers
- supervisors of staff in customer-facing roles,
- those responsible for ensuring that the service level offered to customers

➔ Course Outline

- Customer Service Certification Essentials and how to Provide them to VIP Customers
- Recognizing how VIP Customer Service & Etiquette Affects your Performance at Work
- Finding the hitches in Customer Service and Knowing the Reasons why Clients May Leave
- The Lifetime Value of Existing Customers and Importance of Long-Term Relationships
- Identifying VIP Customer Expectations & Building client Confidence and Relationships
- Establishing Customer Contacts as long-term Relations when Working with VIPs
- The Definition of VIPs and the Difference between VIPs and Regular Customers
- Why VIPs want to Feel Important and Crucial Reasons to provide VIP service
- Building Relationships with VIP Customers and its Importance for Customer Acquisition
- Knowing the difference between Building Relationships with VIPs vs. Regular Customers
- Identifying your best VIP Customers – Defining the Right Target Groups



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- Top Elements which Make the VIP Experience and how to Go Above and Beyond
 - Mastering Communication Skills with VIP Customers over Various Channels
 - Switching from a Standard Selling approach to Providing High-Quality Service
 - Delivery of the VIP Experience in the UAE under Conditions of Multiculturalism
 - Strategies and Techniques to Enhance Your Working Process with VIP Customers
 - Avoiding possible Fails and Handling Complaints within VIP Customer Service
 - Execution of International VIP Customer Service Standards & Etiquette
 - The design of financial models for forecasting and decision-making
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- **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