

Organiser :



吉隆坡暨雪兰莪中华总商会 (隆雪中总)

THE CHINESE CHAMBER OF COMMERCE AND INDUSTRY
OF KUALA LUMPUR AND SELANGOR (KLSCCCI)

Course Overview

This intensive 1-day workshop is tailored for Executives or Managers in any customer service related field to understand the importance of customer service excellence and who are to perform high service expectations when servicing customers. The course leads to handling difficult customers and how to respond to Damage Control situation when a service went wrong.



Executing Customer Service Excellence & Handling Damage Controls

Venue: WISMA CHINESE CHAMBER

Date: 25th July 2017 (Tuesday)

Time: 9.00 am – 5.00 pm

Training fees: RM 480.00 / pax

(including refreshments, lunch, course material and 6% GST)

PSMB/HRDF – SBL Scheme

Learning Objectives

- Understand the psychological needs of customers
- Apply the 4 practical steps of customer service process
- Handle difficult customers using 4 action elements of L.A.S.T
- Understand what is Damage Control and how it affects the company and the employees
- Know how to respond when a bad customer service situation happens at a workplace
- Apply the right attitude and skills needed in a Damage Control service situation



Course Content

1. Customer Service : Beyond Excellence

- The psychological needs of customers
- Love Your Customers
- Customer Service Principles & Process

2. Handling Difficult Customers

- Apply the 4 elements of L.A.S.T
- Ways to handle difficult customers
- Turning difficult customers into opportunities

3. Managing & Responding to Damage Control Service Situations

- The effects of Damage Control in an organization when a service situation went wrong
- How to provide customer service response to rectify a Damage Control situation

Facilitator: Jean Soong

Chief Development Officer, Human Chapter

- MMIM, PSMB Certified Trainer.
- Over 25 years of working experience in the financial and hotel industries.
- Team leadership roles in Human Resources and Learning and Development.
- Toastmasters International awards in Competent Communicator and Advanced Leadership Bronze.
- Specializes in people development programmes: managerial / supervisory skills, public speaking / presentation skills, corporate image, team activities and other developmental skills
- Guest speaker at conferences and breakfast talks.

**PSMB SBL
Claimable**

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