

PUBLIC PROGRAMME

Certificate of attendance provided

* minimum of 75% attendance

HANDLING CUSTOMER COMPLAINTS AND DIFFICULT CUSTOMERS

Date: 6-7 September 2021

Time: 9.00 am - 5.00 pm

Venue: DreamEDGE, Cyberjaya

Code: SSC1

OVERVIEW

Customer is King! Many organisations in the service industry believe customers are very important in their business. Does everyone in the business teams realise this? How can we bring the service level from good to great? What is the best way to handle difficult customers and maintain long-term relationship with your customers? What is the best way to communicate the importance of excellent service to all staff in your organisation?

This course provides participants with knowledge and skills to maintain excellent customer service in the organisation, as well as ways to handle complaints satisfactorily.

OBJECTIVE

- Discover cause of difficult customers.
- Explain the benefits of great customer service.
- Recognise the barriers in delivering exceptional service.
- Manage own emotions when dealing with difficult customers or complaints.
- Learn techniques of dealing with difficult customer.
- Recognise and adapt to customer style preference.

LEARNING OUTCOME

At the end of the training, participant will be able to:

- Have in-depth understanding of various types of customers.
- Use various customer service strategies to develop winning solutions for dealing with difficult customers.
- Deliver a service experience that leaves a positive, lasting impression on the customer's mind.
- Develop a personal action plan to improve customer-service skills.
- Adapt and explain to different communication styles with unreasonable customer.
- Develop practical and usable personal action plan to improve their job performance.

TARGET

- Organisation who want to deliver exceptional customer service every time and have employees who embrace the excellent service mindset.

COURSE CONTENT

- The Beginning of Excellent Service
- Know Your Customer
- Know Your Product
- The Service Encounter
- The Service Edge
- Customer For Life
- Excellent Service Action Plan

METHODOLOGY

- Training material : English language
- Lecture : Malay and/or English language
- Activities
- Q&A

Organised by



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REGISTER NOW!

NORMAL PRICE

RM1,750 Per Pax

*closing date : 30 Aug. 2021

EARLY BIRD PRICE

RM1,550 Per Pax

*before : 02 Aug. 2021

GROUP PRICE

RM1,450 Per Pax

*min three (3) pax



Office Address : C-16-01, Level 16, iTech Tower,
Jalan Impact, Cyber 6, 63000
Cyberjaya, Selangor

Phone Number : +603 8320 3800
Email Address : training@dreamedge.jp
Website : www.dreamedge.jp/training