

HIGH IMPACT CUSTOMER SERVICE & COMPLAINTS HANDLING SKILLS THAT DELIVER RESULTS



COURSE OVERVIEW

"Make customers keep coming back"
Customers want excellent service!

Every organization makes great effort to bring customers back. Keep them with best service. Handle their complaints well.

Excellence in customer service is required to stay competitive. New strategies should be developed to secure more new and existing customers. Treating them nice is not good enough but making them remember you and come back need extra effort.

High impact customer service and complaint handling skills are needed to stay ahead. Customers look for value in what they paid. Ordinary words of "thank you" are now taken as normal in every encounter with customers. These words will not impress customers at all. Your ability to deal with their problems on the other hand will bring more impact

KEY BENEFITS

- Learning how to offer high impact customer service and complaints handling
- Raising ability to meet customers' needs and handle their complaints
- Handling complaints effectively
- Know how to create more value for customers
- Improving competencies to stay competitive

COURSE OUTLINE

- Module 1: Essence of effective customer service & complaints handling
- Module 2: Learn From Past Failures
- Module 3: Setting Goals And Standards In Service Excellence
- Module 4: Engaging Customers With Communication Skills
- Module 5: Showing That You Care
- Module 6: Managing Complaints Professionally
- Module 7: Focusing On Customer Satisfaction
- Module 8: Empathise With Listening Power In Problem Solving
- Module 9: Handling Difficult Customers
- Module 10: Resolving Complaints While Preserving Customer Reliability And Corporate Credibility
- Module 11: Dealing With Different Complaints Effectively
- Module 12: Discussion

TARGET AUDIENCE

All those responsible for upgrading their service excellence and staying competitive to bring customers back. The course is specially for those in sales and service, especially complaints handling.

COMFORI SDN BHD

E-02-03, East Wing, Subang Square Business Centre
Jalan SS15/4G, 47500 Subang Jaya, Selangor Malaysia

If you have any enquiries,
please call us at **03-56213630** OR email to **info@comfori.com**



SBL CLAIMABLE