

SBL CLAIMABLE

HIGH IMPACT CUSTOMER SERVICE & COMPLAINT HANDLING



OVERVIEW

In today's competitive business environment, it is crucial to keep every single existing customer and continually attract new ones. These goals cannot be achieved without excellent customer service and pleasant customer experience. A single mistake done that upset a customer might be translated into a significant loss in the much-needed revenue. Therefore it is utmost important to have all customer service agents to be able to provide the most pleasant customer experience and excellent customer service.

OBJECTIVES

- Understand the concept of good customer service
- Master the techniques of complaint handling
- Identify communication barriers
- Understanding customer's perspective

COURSE OUTLINE

- Re-aligning Customer Service
- Customer Service Ecosystem
- The War Strategy
- Wordsmith in Complaint Handling
- Dealing with difficult Customer
- Excellent Communication



WHO SHOULD ATTEND?

- Customer Service Executives
- Team Leaders
- HR Executives
- Managers



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