

## **Modules:-**

**Module 1: Understanding Your Customers**

**Module 2: Understanding Yourself**

**Module 3: Delighting Customer**

**Module 4: Communication Skills**

**Module 5: Telephone Courteies and Techniques**



**DO IT WITH YOUR  
HEARTS -  
TECHNIQUES TO  
DELIGHT YOUR  
CUSTOMERS**

**COMFORI SDN BHD**

## **Objectives**

- present yourself in a professional manner with the right image
- challenge yourself in a difficult situation and handle it effectively
- listen better to the needs and wants of a customer
- gain new ideas and skills on how to make a successful sale
- leave a long lasting impression so that your customer will return for another purchase

To instill the right attitude and skills for employees who come into contact with customers by providing the highest standard of quality service, and leaving the customers in a delight and wanting to return to the company or making the company a point of reference as being a great customer service provider.