

SIX STAR CUSTOMER SERVICE

Do for your customers what your competitors cannot keep up with!



OUTLINE

Day One : Your Employer and His Business

- ✓ The objective for working with your employer
- ✓ The retail & service industry and competition
- ✓ The effects of competition
- ✓ Exercise to identify strengths and weaknesses of your employer
- ✓ Basic Requirements of a service person

Day Two: Understanding Customer Service

- ✓ What is customer Service
- ✓ Who is the customer and what does he look for
- ✓ Training Exercise: Identify your service weaknesses and solutions
- ✓ Common mistakes and bad service to avoid
- ✓ Service excellence factors
- ✓ The meaning of "Extra Mile Service"
- ✓ Great customer service tips
- ✓ Turning a disappointed customer into a loyal customer
- ✓ Positive work attitudes and the internal customer chain

Northen Region	Klang Valley	Southern Region
<ul style="list-style-type: none"> •KISMEC, Kulim •Date to be announce based on response 	<ul style="list-style-type: none"> •Armada Hotel, PJ •Date to be announce based on response 	<ul style="list-style-type: none"> •Good Hope Hotel, JB •Date to be announce based on response

COURSE FEE

RM1100 + 6% GST
per person (Members)
RM1200 + 6% GST
per person (Others)

TIME & VENUE

9.00am – 5.00pm
Petaling Jaya

FACILITATOR

An experienced HR Consultant / Practitioner with various industries background.

CANCELLATIONS & TRANSFER

If you are unable to attend, a substitute delegate is welcome to attend in your place at no additional charge. A full refund, less 10% administrative charges, will be given if cancellation is received in writing at least 7 days prior to the program. No refund can be made for cancellation received less than 7 days prior to the program.



FOR WHOM

Those whose manage and handle customer complaints. E.g. Front office, Customer Service and Sales personnel

REGISTRATION FORM



MIHRM is a class A training provider (serial number: 3215)

Please register me for .

Date of Training:

Membership No.

Name

Company

Designation

Address

Email Address

Tel No. (office)

(fax)

(mobile) Contact Person

Enclosed cheque No./bank draft _____ for RM _____ being payment for _____ participant(s).
(Payment made payable to "Malaysian Institute of Human Resource Management" CIMB a/c : 800 23 24 212)