

HANDLING & MANAGING DIFFICULT CUSTOMERS

Ensure that your employees will not be driving away your customers!

Equip them with the skills to handling complaints, manage the difficult customer, and turn them into satisfied customers instead!

OUTLINE

Day 1 : Complaint Handling Skills

- Introduction to the Complaint discussion
- Objective of the Complaint discussion
- The 3 phases of Complaint discussion
- The basic rules for correct Handling and Managing of Complaints
- Role Play-Handling and Managing Complaints
- Plan of action for Complaint

Day 2 : Turn The Customer Into a Satisfied Customer

- The ABC of feelings
- How to improve composure
- Disruptive / Encouraging conversation factors
- How to create a positive climate
- "And" instead of "but"
- Individual customer address based on customer types
- Positive Conversation Formulation
- Rules for Handling and Managing Difficult Customers
- Role-play - Handling and Managing Difficult Customers



Every incident unhappy customer is an opportunity to turn a mediocre service into a great and happy event for him, and to turn him into a loyal customer, with notice but praises for you!

FOR WHOM

Those whose manage and handle customer complaints. E.g. Front office, Customer Service and Sales personnel. Suitable for executives and non-executives

COURSE FEE

RM 1100 + 6% GSTper person

(Mihrm Member)

RM 1200 + 6% GSTper person

(Other)

Date:

Time: **9.00am – 5.00pm**

Venue: **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.

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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 "MIHRM")