

Customer Service Excellence

for Customer Service Personnel



14 August 2015 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya

According to Peter Drucker, the Management Guru, "Service sector will be the only sector that exists in the market in the future". Therefore a good customer service is very important to ensure the customers are happy and continue to support the company. Human being is not perfectly rational, a slip of tongue may offend the customer and cause a huge lost to the company. Therefore, a proper training is required to equip the Customer Service Personnel with excellent skills on how to serve the customers well towards customer satisfaction.

<i>Learning Objectives/Outcomes</i>	100% SBL claimable
<ul style="list-style-type: none"> ✓ To communicate with customers effectively ✓ To enhance good relationship and be empathy to the customers ✓ To understand customers' need to achieve customer satisfaction ✓ To handle customer complaint effectively 	<p>Normal Fee: RM400 per participant</p> <p>Register by <u>31 July 2015</u>, or Group of 2 or 3 Participants: 10% Discount Group of 4 or 5: 15% Discount</p> <p><i>Certificate of participation will be awarded upon completion of the program</i></p>

<i>Program Outline</i>		
<p>Customer Service</p> <ul style="list-style-type: none"> • Who is customer? • What is customer service? • Why customer service is important? <p>The Importance of Customer Service</p> <ul style="list-style-type: none"> • The uniqueness of customer service • The basic concept of customer service 	<p>3 Major Steps Towards Excellent Customer Service</p> <ul style="list-style-type: none"> • The Beginning <ul style="list-style-type: none"> • Manners come first • The 1st impression • Maslow Hierarchy • The Process <ul style="list-style-type: none"> • Passion • Needs finding • Fulfilling Customer's needs • Respect the customer's decision • The End <ul style="list-style-type: none"> • Feeling good 	<p>Handling Customer Complaint</p> <ul style="list-style-type: none"> • The attitude • Sort out the problems • Be clear of your roles • Take the further step

The Trainer

Mr Bryan Chew Ban Huat, A certified Master Practitioner Of Neuro-Linguistic Programming (NLP) trained by the developer Judith DeLozier of the NLP and Master Trainer Of NLP University, USA. He is also a certified practitioner and trainer of several self-motivation and development programs such as the Neuro-Semantics (NS), Timelines and Hypnotics (Member of the National Guild of Hypnotists USA) and PSMB. He provides public and corporate training as well as personal consultation, and is recognized as a great motivator by a few companies.

He has over 10 years of selling experience, and trained up quite a number of distributors with 5-figure income per month. Before as self-motivation and development trainer, he worked in a manufacturing company for 10 years, starting as production supervisor and up to factory manager.

He graduated as a Bachelor of Economics, UKM. He believes that no one is incapable except for who refuses to learn. Because of his belief, he has successfully trained up many people with excellent performance. He has conducted training on Teambuilding, Goal Setting, Selling Skills, Self-Breakthrough, Communication Skills and Success in Attitude Training.

For Registration Form, Contact Miss Ng or download from www.XcelLearn.com

Customised In-house training also available.



04 – 640 1616



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“Excel in Learning for Superb People and Organisation Performance”

Reply To: **XcelLearn Resources Bhd**

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Sunway Hotel Seberang Jaya

REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name _____

Company Address _____

Contact Person _____

Designation _____

Tel _____

Fax _____

Email _____

Nature of Business _____

Enclosed is the Cheque (No: _____) of RM _____, crossed and made payable to **“XCELLEARN RESOURCES BHD” (AmBank (M) Berhad A/C No: 093-201-200414-5)**.

Do you need us to assist you on the booking of hotel accommodation? Yes

Yes

No

No

If yes, please specify:

Check-in Date _____

Check-Out Date _____

* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on check-in date.

Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to HRDF for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **“XCELLEARN RESOURCES BHD” 1 WEEK BEFORE** training.
5. **XcelLearn** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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