

# **Beyond Customer Service: Service Quality and Excellence**

Date Venues (\$)Fees Book your seat

22 Dec -26 Dec 2024 Kuala Lumpur 3600 Register Now

#### Course Overview

Delegates will learn effective customer centric strategies and best practices to provide world-class customer service excellence. This dynamic, 5-day course gives customer service professionals the communication skills, technology tools, and motivation they require to build strong customer relationships and develop a customer centric organisation.

## Course Objective

- Establish the importance of setting and reviewing customer service standards
- Develop an understanding of internal and external customer expectations
- · Communicate more effectively by utilizing active listening and questioning skills
- Demonstrate how to deal with difficult or demanding customers in a professional manner
- · Set SMART objectives and goals to become more productive
- Utilize stress management techniques to increase job satisfaction

### Who Should Attend?

- · Customer service representatives
- · Team supervisors
- Department managers
- Account managers
- Field service representatives

#### Course Outline

The Building Blocks of a Customer Centric Organisation

**Developing a Top-Down Customer-centric Culture** 

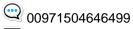
Responding to the Voice of the Customer

**Measuring and Monitoring Customer Satisfaction** 

Leading the Way to Customer Service Excellence!

**Training Methodology** 

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Games & Role plays



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