

27 & 28
August 2020
9am to 5pm

**LIMITED
TIME
OFFER**

RM480.00
~~RM1395.00~~

Fees inclusive of 6% Service Tax



Register Online ▲

2 Days Workshop | HRDF Claimable
Universiti Tunku Abdul Rahman, Sungai Long Campus

Effective Customer Service Skills



Objectives

- Emphasize the importance of customer service in a customer oriented business or organization.
- Analyze the attributes necessary to provide excellent customer service.
- Assess customer needs and effectively utilize good customer service skills to achieve customer satisfaction.
- Apply effective communication skills in a customer service setting.
- Recognize and describe how to deal with difficult customers.

Contents

Module 1: Getting Started

- Icebreaker
- Parking Lot
- Workshop Objectives

Module 2: Who We Are and What We Do

- Who Are Customers? (internal/external)
- What is Customer Service?
- Who Are Customer Service Providers?

Module 3: Establishing Your Attitude

- Appearance Counts!
- The Power of a Smile
- Staying Energized
- Staying Positive

Module 4: Identifying and Addressing Their Needs

- Understanding the Customer's Problem
- Staying Outside the Box
- Meeting Basic Needs
- Going the Extra Mile

Module 5: Generating Return Business

- Following Up
- Addressing Complaints
- Turning Difficult Customers Around

Module 6: In-Person Customer Service

- Dealing with At-Your-Desk Requests
- The Advantages & Disadvantages of In-Person Communication
- Using Body Language to Your Advantage

Module 7: Giving Customer Service over the Phone

- The Advantages and Disadvantages of Telephone Communication
- Telephone Etiquette
- Tips and Tricks

Module 8: Providing Electronic Customer Service

- The Advantages and Disadvantages of Electronic Communication
- Understanding Netiquette
- Tips and Tricks
- Examples: Chat or e-mail

Module 9: Recovering Difficult Customers

- De-Escalating Anger
- Establishing Common Ground
- Setting Your Limits
- Managing Your Own Emotions

Module 10: Understanding When to Escalate

- Dealing with Vulgarly
- Coping with Insults
- Dealing with Legal and Physical Threats

Module 11: Ten Things You Can Do To WOW Every Time

- Ten Tips

Module 12: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations

Contact Us

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