

“APPLAUSE”

CUSTOMER SERVICE MANAGEMENT



INTRODUCTION



SYNOPSIS

This program aims to help participants manage customer service excellence with warmth and care by developing quality systems, managing difficult customer situations and coaching customer service providers.

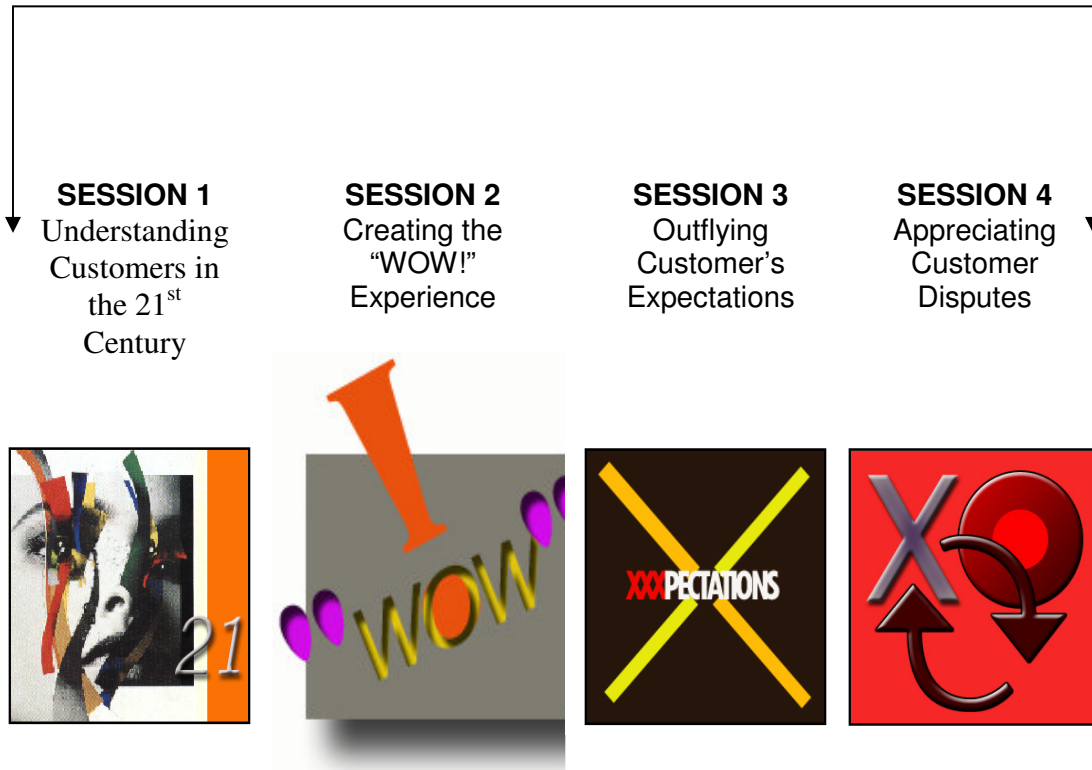
OBJECTIVES OF PROGRAM

- Identify behaviors that exemplify excellent customer service.
- Improve communication skills to manage difficult customer situations.
- Learn to deal with customers in appropriate ways.
- Create conducive environment and systems to support excellent customer service.
- Develop a team mindset to problem-solving.
- Coach staff in providing excellent customer service.

METHODOLOGY

The workshop combines lectures, role-plays, group discussions, videos, case studies and group projects. A major part of the workshop is very interactive to create greater self-awareness plus learning experience from peer group members.

DAY 1



DAY 2

