

WOW!

Customer Service Excellence



“WOW!”

GOAL OF PROGRAM

This program aims to help participants develop their communication and interpersonal skills for effective handling of customer situations and quality service delivered with warmth and care.

INTRODUCTION

“WOW!”

OBJECTIVES

- ❑ Describe critical factors in customer satisfaction.
- ❑ Improve communication with customers by conducting appropriate conversations.
 - ❑ Apply appropriate interventions to attend to difficult customer situations.
- ❑ Demonstrate behaviors that exemplify excellent customer service.
- ❑ Develop a team mindset to prevent customer service disputes.

INTRODUCTION

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PROGRAM

- 1 Understanding Customers in the 21st Century
- 2 The C2D Factors for Customer Service Excellence
- 3 A “TOUCH” of Class
- 4 Outflying Customer's Expectations

DAY
1

INTRODUCTION

An overview of course content

“WOW!”

PROGRAM

- 5 Appreciating Customer Disputes in Banking Industry
- 6 A Touch of “CARE”
- 7 Top Ten Terrors
- 8 “Doing It Right!”

DAY
2

INTRODUCTION

An overview of course content