

PENJANAKERJAYA 2.0

CLIENT RELATIONSHIP DEVELOPMENT

Expect great learnings and sharings to move to the **next level of Customer Experience !**

OBJECTIVES

- Knowing the history of Customer Service
- The right mindset & attitude needed
- The right kind of skills
- Taking the customer to the next level

METHODOLOGY

-  Content based / materials
-  Audio/visual aids
-  Management models
-  Case studies / role plays
-  Feedback / sharing

DURATION:
**5 DAYS
TRAINING**
(VIRTUAL/ONLINE)

COURSE OUTLINE

MODUL 1

The Birth of Customer Service.

MODUL 2

The Different Types of Customer Service.

MODUL 3

The Role of a Customer Care Professional

MODUL 4

The Service Touch-points

MODUL 5

Managing Today's Customers

MODUL 6

The Generations @ Work

MODUL 7

How Do We Solve Problems & Conflicts with Customers / Staff

MODUL 8

Reconditioning & Breaking Patterns