

## "Delighting Customers Whilst Working Remotely": How to Win and Keep Customers

Most people think that **customer satisfaction and customer delight** are the same things, but they aren't. Being satisfied with something is not the same thing as being delighted. Satisfaction means that your expectations have been met, whereas delight means that you are extremely happy and joyous, which is presumably because your Customer delight is all about going above and beyond for your customers to give them as much value as possible.

### Course Outline

#### Part 1: 9.30am – 1.00pm – (3.5 hours)

##### **Module 1: What Is Service Delight?**

- Understanding Service Level in an Organisation

##### **Module 2: Understanding Customer's Requirements and Needs**

- What are Service Delight Core Values?

##### **Module 3: Creating Positive Outlook By Service Professionals**

- Forming Excellent Service Champion Mindset
- Apply proven S.E.R.V.I.C.E. Formula

#### Part 2: 9.30am – 1.00pm – (3.5 hours)

##### **Module 4: Having Fun at Work**

- Understanding the factors that contribute to a more meaningful working relationship with Colleagues and Customers.
- "Service Champion Skills"! Video and Exercises
- Applying the guidelines to better working relationships and learn How to enjoy working.

##### **Module 5: How to Win Over Challenging Customers Professionally**

- How do you respond to Irate Customers?

##### **Module 6: Building Client-Relationship Whilst Working Remotely**

- How to Maintain & Built Relationship
- Strategy in Building Relationship

##### **Training Methodology**

To ensure that you receive maximum benefits, audio-visual, Group Discussion, Presentations will be introduced to highlight important principles and Highly Interactive Session.

##### **Who Should Attend?**

Everyone in the Organisation that needs to enhance their Customer Service Skills to the Next Level of Service Excellence

**2-day Program | 9.30am – 1pm**

For more information, kindly contact:-

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**\*This course is eligible for HRDF**