

## Service Champion Skills

Excellent customer service means helping customers/clients effectively & efficiently, in a friendly manner. It is essential to be able to handle issues for customers/clients and do your best to ensure they are satisfied.

Most successful businesses recognize the importance of providing outstanding customer service. Courteous and empathetic interaction with a trained customer service representative can mean the difference between losing or retaining a customer.

Providing good service is one of the most important things that can set your business apart from others.

### Course Outline

#### **Module 1: Develop Service Mental Attitude**

- To Have A Service Champion Mindset To Serve Customers Better

#### **Module 2: What is the Service Level?**

- To find and discuss the present service level offered by the company and the next status of service level of Your Company?

#### **Module 3: Understand and Strengthen Service/Corporate Values**

- How Are We Making Decision in Providing Service?

#### **Module 4: Know Your Customers**

(Internal And External)

- And How To Delight Them Through Effective Service Skills

#### **Module 5: Understand What Are Customer Needs And Requirements**

#### **Module 6: Having Fun While Serving Customers**

- Learn How To Enjoy Your Work As A Service Professionals.

#### **Module 7: Know How To Win Over Challenging Customers Professionally**

- Winning the Trust and Confidence of your prospective customers

#### **Training Methodology**

To ensure that you receive maximum benefits, audio-visual equipment and presentations will be introduced to highlight important principles, together with discussions and brainstorming sessions.

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

This program is designed for every level of the workforce Who needs to know more or expose to deeper understanding of Excellent Customer Service

**2-day Program | 9am – 5pm**

For more information, kindly contact:-

**Vicky Ramachandran** | [vicky.r@crowe.my](mailto:vicky.r@crowe.my) | 016 201 0838

**Carol Victor** | [carol.victor@crowe.my](mailto:carol.victor@crowe.my) | 016 202 7470

*\*This course is eligible for HRDF*