



Sdn. Bhd.
(1331014-X)

CUSTOMER SERVICE TRAINING

HRD CORP CLAIMABLE



Customer Service

Customer service has the potential to make or break a corporation. For many consumers, this is a critical factor in determining whether they will continue to purchase a brand's products or services. 90% of Malaysian base their decision on customer service.

In other words, inadequate customer service may result in customer loss. A negative encounter prompted 49% of Malaysian consumers to switch companies in the last year. This has a direct impact on your bottom line. It costs between five and twenty-five times as much to acquire new clients as it does to retain existing ones. Whereas poor service might stifle growth, exceptional service can make all the difference. Outstanding customer service increases consumer spending by 17%. Additionally, 73% of customers remain loyal to a brand as a result of courteous customer care staff, learn all these in HRDF HRD Corp Claimable Customer Service Training.

[Download Course Syllabus](#)

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So, what exactly does customer service training entail?

Taking customer service lessons from HRDF HRD Corp Claimable Customer Service Training will provide you with the opportunity to be challenged, inspired, and to have some fun while doing so. During our consultation, we will learn about your organization's goals, your team's learning styles and preferences, and your overall strategic objectives in order to design a customer service training program that will achieve the outcomes you require. We provide a variety of delivery alternatives throughout Queensland to accommodate your schedule and financial constraints.

We go further than simply teaching abilities; we challenge people's mindsets in order to modify their behavior. The majority of training providers are concerned with content and skills. Because people haven't been pushed, this technique does not result in meaningful behavioral change in the long run. They cling to the mindsets and justifications that have served them well in the past. At HRDF HRD Corp Claimable Customer Service Training, we don't just follow a script; we work with real people to get results.

Our HRDF HRD Corp Claimable Customer Service Training helps participants gain perceptive self-awareness while also challenging limiting assumptions and justifications that may be holding them back. As soon as this is accomplished, we apply the abilities to the material, resulting in learning outcomes that are retained. We challenge each other, we break through barriers, and we have a good time. When it comes to bringing about behavioral change, it is often necessary to do more than merely hold a group training session. Following any first training, we would be delighted to assist you with coaching, leader support, webinars, micro-learning, or a follow-up implementation session. Please contact us for more information.

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Topics that are covered in this training

- The mindset that is focused on the needs of the customer
- Understanding the customer journey and customer touchpoints is important
- Rapport-building and body language skills are two things you need to learn to be a good friend
- Negotiation skills are important in customer service jobs
- People use customer-centered questioning methods
- It takes a lot of skills to be good at
- Having to deal with "difficult" customers
- Giving advice is like giving advice
- The process of realizing conflict or dealing with customer dissatisfaction
- Telephone skills that are good for work
- Making friends with introverts and with introverts
- Different types of clients are important to know
- Inquiries and customer engagement: Taking care of them and building trust and value-rich customer relationships
- To make the customer experience better, teams work together and use team-based behaviors
- Performance management of customer-centered behaviors
- The management of customer relationships
- Customer service is important in retail
- Customer service musts: call centers
- People who help customers and people who keep track of their own time
- Putting value into words



Double Effect Sdn Bhd

MyCOID: 1331014X





SIJIL PENDAFTARAN PENYEDIA LATIHAN

AKTA PEMBANGUNAN SUMBER MANUSIA BERHAD, 2001

DOUBLE EFFECT SDN. BHD.

**adalah dengan ini didaftarkan sebagai penyedia latihan di bawah
Kumpulan Wang Pembangunan Sumber Manusia**

Tarikh Diluluskan	Tarikh Tamat
21/02/2020	20/02/2023

20/02/2020

Tarikh Dikeluarkan

Pembangunan Sumber Manusia Berhad