

DELIVERING BRILLIANT CUSTOMER SERVICE

Trainer: Francis Claudia
Public Course Fees: S\$385 nett
(Includes lunch, tea-break and materials)
Duration: 1 day
400 Privilege Points



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Course Overview

What is good customer service? How can it go from good to great? What are the pitfalls that many people experience when trying to deliver customer service? Does attitude count? What is the best way to handle difficult customers? What techniques can be used to reduce customer-service stress? **Find out the answers to these and other important customer-service questions during this information-packed training session. Participants will learn what exceptional service is, how to project a customer-friendly image, how to handle demanding customers, and more.**

Testimonials:

"The trainer is knowledgeable and is a good facilitator."

"Interesting how Mr Francis conducted the training and kept all of us interested throughout the day"



Your Course Director

Francis Claudius has more 25 years of training experience. His training working experience comes from a Learning & Organization Department in a large organization. Currently, he is a Associate Trainer and Assessor for the Employability Skills Systems and Work Skills Qualifications Training Programmes. He is also an Associate Lecturer teaching the Training & Development Module for Diploma Students and Human Resource Development Module for Advanced Diploma Students at Productivity Standards Board (PSB). He has participated in topics presented in the events of the International Association of Master Trainer (IAMT) and received a Bronze Certificate for being the Best Presenter. He holds a Competent Toastmaster and Competent Leader Award from the Toastmasters International.

Past Clients:



Course Outline

- Qualities of a Service Professional
- Qualities of Service Excellence Organization
- Use of appropriate communication skills when in contact with customer
- Observing basic personal grooming and hygiene standards
- Identify and solve customer needs and solve their problems in a professional manner
- Handle customer's dissatisfaction and unpleasant complaints

Training Methodology

Examples, trainer and peer feedback, self-analysis, group discussions and hands-on exercises will ensure participants can apply what they learn back at their workplaces.

Course Objectives

- Project a customer service mindset approach
- Promote quality service and uphold the service level image of the company
- Use correct verbal, vocal and visual skills when communicating with customers
- Handle customer dissatisfactions and complaints in a calm and professional manner



Researched and organized by:

Trainix

www.trainixcorp.com | Tel: 6894 9567 | Email: info@trainixcorp.com
8 Springwood Crescent Singapore 118036