

PCAM Education & Training Center

REPORT ON "EFFECTIVE CUSTOMER CARE & SERVICE SKILLS PROGRAM" ORGANIZED BY PCAM - 22 NOVEMBER, 2006

The program aims to equip members' staff with soft skill techniques that will assist in understanding customers' expectations. That is the utmost priority of any company – to satisfy the end customer.

COURSE OBJECTIVE:

- How to get your staff to provide best customer service
- Customer service skill can increase company's value and advance staff career

TOPICS COVERED:

- Defining Customer Service
- Meeting Customer Expectations
- Setting Goals & Targets
- Communication Skills for Excellent Customer Service
- Fundamental techniques for handling People
- Turning complaints into Opportunities
- 2 tools for dealing with Difficult People
- 7 steps to Customer Problem Solving
- Resolving Conflict
- De-stress Options you can use Right Now!
- A Personal Action Plan

WHO BENEFITED?

(26 participants attended)

1. All staff dealing with customers
2. Front-line customer service staff
3. Telesales, receptionist and operators
4. Marketing and Sales Staff, marketeers
5. Staff handling customers like technicians, drivers, junior staff etc.

PROGRAM IMPACT

- Change staff attitudes & work behaviour
- Attaining a first & lasting impression on customers
- Dressing for 'Warmth' feeling & make customers feel at ease
- Collection of feedback, referral & data for corporate planning

PROGRAM EXPERTISE

Mr Joseph Miranda CIM,UK.Dip.OHSA,Aust. He is currently a Mentor, Consultant and Corporate Facilitator for many commercial houses.

Please **FEEDBACK** programs/courses that you would like PCAM to organize?
Just e-mail to pcam@streamyx.com or pcam@tm.net.my or fax to us : 03-9274 0288



2 participants - Life demonstration on Effective Customer Care & Service.



Our regular supporter: Mr Wan Kong Meng of Aneka Pest receiving his certificate.



Another 2 participants practising on Customer Service principles.



Trainer Mr Joseph encouraging Puan Wan of Stopest (M) Sdn Bhd to participate.



Trainer Mr Joseph sharing the finer points to the Participants.



Group photo "Effective Customer Care & Service".