

5★ PROACTIVE CARING CUSTOMER SERVICE

- **Have you ever wondered what really a 5-STAR Customer Service is like?**
 - **Do you want to be able to deliver a 5-STAR Customer Service?**
- **Do you want to know how a 5-STAR Customer Service can benefit you as a provider?**

Everyone talks about a 5-Star Customer Service or has heard people raving about a 5-STAR Customer Service. But what is this concept really? Is this something doable?

This workshop is designed to help you realise your potential and talent to be a good service provider and to exceed customers' expectations. The philosophy of a 5-STAR Customer Service will be revealed to you. And you will also be shown how a 5-STAR Customer Service can be achieved.

Content Outline:

1. Moments of Truth
2. First Impression Matters
3. Communication Skills
4. Organizational Skills
5. The 5 STARS
6. Winning the Loyalty Factor
7. Who are the 5-STAR Service Provider?
8. Putting It All Together

Methodology

This programme uses a blended approach of management philosophy with practical techniques. It is designed to be highly participative and integrative where participants through experiential participation. The following techniques and tools will be used.

- Individual and group work
- Role plays
- Case studies
- Quizzes
- Videos
- Peer group sharing
- Oral communication templates
- Facilitator debriefing and coaching
- Participant workbook

Who Should Attend

Those whose responsibility and business is to provide customer service.

Facilitator
Philip Tan

Duration : 2 days