

THE 'LANGUAGE' OF SPEAKING WITH CUSTOMERS



"People skills" are crucial for personal, professional and organisational success. How you manage your customers can either directly or indirectly impact your company's performances.

Providing essential customer service will enhance your competitive advantage in today's customer-oriented business climate. This 1-day interactive workshop will give you the skills you need to build rapport, gain respect and communicate professionalism with your customers, both internal or external.

In this workshop, you will learn how to:

- Be equipped with the relevant speaking skills in providing essential personalised service
- Understand the benefits of empathy and learn how to do it embrace it
- Recognise the different levels of service
- Learn the techniques on how to handle tough situations
- Apply the various skills taught

Course Outline:

- How 'Speaking' is highly related and essential in Customer Service
- The Different Levels & Principles of Service
- The 'Language' of a Service Professional"
- Tough Situations: Handling Service Recovery

Who should attend?

Frontliners, Executives, Supervisors, and those who work directly with customers



Meet your Workshop Leader: Hazriq Idrus

Hazriq Idrus is a stage actor turned professional speaker who is passionate on the topics of Creative Leadership, Communications & Service Excellence. As a WSQ Certified Service Professional (CSP), Hazriq has more than a decade of frontline customer service experience. He is the author of 'The Stage Fright Antidote!', and 'Creative Leadership'; and has co-authored 10 other books. Hazriq is on the mission to uplift the spirit of corporate learning & human development.