

ESSENTIAL SOFT SKILL LEARNING SERIES 2023

# EXTRAORDINARY CUSTOMER SERVICE | 4 OCT

It is time to move beyond just smiles and loud thank you. In order to create true fans out of your customers we need to go beyond the superficialities of good customer service. Extraordinary customer service is a power mixture of mindset, skills and behaviours. This practical workshop is going to teach you the strategies and tactics of delivering one of a kind customer experience.



## LEARNING OUTCOME

- Learn the mindsets necessary for amazing customer service
- Learn to create WOW moments for your customer
- Learn emotional managements that helps your deliver the best service
- Learn to turn complaints into opportunities for amazing service
- Understand and manage customer expectations
- Learn to radiate warmth and goodwill

## LEARNING MODULE

### MODULE 1

- *The Extraordinary Mindset*
- *How to Mould Your Thoughts and Beliefs about CS*
- *How to 'Wear' Your Mindset*
- *Activity 1: Mindset Download*

### MODULE 3

- *Imagining and Delivering WoW Moments*
- *What Makes a WOW a WOW*
- *Creating Wow Experiences*
- *Activity 3: WoW Experience Design*

### MODULE 5

- *Problem-Solving for Your Customers*
- *The Importance of Problem - Solving*
- *The Problem - Solving Process*
- *Activity 5: Problem - Solving Simulation*

### MODULE 2

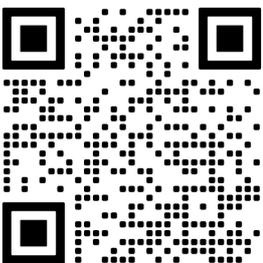
- *Understanding Your Customers*
- *Creating Your Customer Avatar*
- *Mapping Your Customer's Journey*
- *Activity 2: Avatar Rendering*

### MODULE 4

- *Imagining and Delivering WoW Moments*
- *What Makes a WOW a WOW*
- *Creating Wow Experiences*
- *Activity 3: WoW Experience Design*

### MODULE 6

- *Turning Complaints into WoWs*
- *Reframing Complaints into Improvement Opportunities*
- *Strategies for Turning Complaints into*
- *High Level of Customer Satisfaction*



**REGISTER  
NOW!**

Scan QR code  
to register

## MEET OUR TRAINER

### IVAN EVETOVICS

For over 15 years, Ivan has been a very passionate trainer in designing and delivering exciting yet effective training and educational programs. He works with a wide range of organizations and businesses ranging from large to small, local and fortune 500, public and private to enhance the productivity of their human resources. His area of expertise combine a global outlook with deep understanding of the local culture range from presentation and persuasion skills; team - building, and Business English. He is able to blend with our local language and culture after living in Malaysia for over 30 years.



ESSENTIAL SOFT SKILLS LEARNING SERIES 2023		
	Date	Tick
• Coaching Skills for Leaders & Managers	2 Oct	
• EQ & Communication Mastery	3 Oct	
• Extraordinary Customer Service	4 Oct	
• Transformational Leadership	5-6 Oct	

### REGISTRATION FORM

Do you intend to utilize HRDCorp Levy for this program? **Yes / No**  
 Upon submission of this form, I have read and accepted the terms & conditions of this registration

#### Participant 1

Name : .....  
 Position : .....  
 Contact : .....  
 Email : .....

#### Participant 2

Name : .....  
 Position : .....  
 Contact : .....  
 Email : .....

#### Participant 3

Name : .....  
 Position : .....  
 Contact : .....  
 Email : .....

Company : .....  
 Address : .....  
 Tel : ..... Fax : .....

#### Nominating Person

Name : .....  
 Position : .....

#### Approving Person

Name : .....  
 Position : .....

Invoice Attention to : .....  
 Email : .....

### MRS MANAGEMENT SDN BHD (275222-P)

#### KL CORPORATE OFFICE

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 ✉ robin.mrstraining@gmail.com

### INVESTMENT FEE

Per Participant

The participant's fee is **not inclusive of 6% SST**

EARLY BIRD RATE	NORMAL RATE	CLOSING DATE OF REGISTRATION
PER PAX PER COURSE	PER PAX PER COURSE	
<b>RM 1,400</b>	<b>RM 1,600</b>	 
Applicable for registrations received and paid one month before commencement of the course	Applicable for registrations received and paid after the EBR closing date	

### TERMS & CONDITIONS

1. Fees are inclusive of programme materials, refreshments, luncheons and certificate.

2. Outstations participants are advised to call MRS before making any air-travels and hotel payments. MRS shall not be liable for any loss or damage, costs or additional charges that may arise from the failure to confirm with us before making such arrangements.

#### 3. Payment, Confirmation & Admission

An invoice shall be issued upon receipt of your registration form. Payment is required by the early bird rate closing date or other dates stated on the invoice, whichever is applicable. Full payment is expected prior to the commencement of the course. We reserve the right to refuse admission for registration that remains unpaid. A Letter of Undertaking may be acceptable with prior notice and consent.

#### 4. Substitution/Replacement of Participants

Substitutions are allowed at no extra charge provided MRS is notified in writing at least 5 working days prior to the course wherein any substitution proposed thereafter, MRS may reserve its right to disallow such proposal, and any substitution which may be accorded thereafter (if any), MRS reserves its right to add an additional charge there to.

#### 5. Cancellation of Participants

For Paid Registration	For Unpaid Registration
30 days before course: Full refund or transferable 14 days before course: Refund minus 15% admin fee or transferable Less than 14 days before course: No refund but transferable No show: No refund and not transferable	30 days before course: No applicable admin fee 14 days before course: 15% admin fee chargeable Less than 14 days before course: Full fees chargeable and transferable No show: Full fees chargeable and not transferable

\*Transferable - to a similar or different course with the necessary top up fee should the course transferred to, is of a higher value

#### 6. Postponement

While all care shall be taken to carry on the course as scheduled, there may be circumstances that may deem it necessary for MRS to postpone or merge with another similar course. In such instance, participants hereby indemnify and holds MRS harmless from any cost incurred. Payment received will not be refunded but can be credited to MRS's other courses.

#### 7. Permanent Cancellation

In the event of a permanent cancellation by MRS of a course and provided the event is not postponed to a later date or merged with another course, a full refund shall be made for paid registrations and no applicable admin fee for unpaid registrations. Participants hereby indemnify and holds MRS harmless from any cost incurred.

8. Participants have read and consent to MRS processing the registration data in accordance with the Personal Data Protection Notice posted on www.trainingprovider.org. As such, they have discharged their responsibility of ensuring the information provided herein is the most up-to-date information as possible.