

Customer Complaint Handling

- the Aikido Way

Facilitator : Cynthia Zhai | Date : 14-15 April 2010

Venue : Grand Margherita Hotel Kuching | Time : 8.30am to 5.00pm



OBJECTIVES :

What Will You Gain From The Course ?

- ✓ Learn the psychology of customer anger
- ✓ See the importance of handling customer complaint
- ✓ Learn handling complaint calmly and constructively
- ✓ Build customer loyalty through successfully handling complaint

What Can You Expect of Your Learning Environment?

- ✓ Realistic training scenarios
- ✓ Practice and feedback
- ✓ Interactive and supportive team learning
- ✓ Quick and observable progress in learning
- ✓ Personalized coaching

COURSE CONTENTS :

Day 1

- ✓ Complaint & importance of handling complaint
- ✓ Customer Complaint Iceberg
- ✓ Psychology of customer anger
- ✓ Aikido Principles
- ✓ Use Aikido Principles to handle complaint

Day 2

- ✓ Prepare yourself in handling complaints
- ✓ Service Recovery
- ✓ Handling a problem that's the customer's fault
- ✓ Action Plan & Close

GET 10% OFF OF TOTAL FEES WHEN YOU REGISTER ONLINE

@ WWW.TNDP.COM.MY



Ms. Cynthia Zhai

- ▶ B. Economics
- ▶ Master in Human Resource Development
- ▶ Master NLP practitioner

Cynthia Zhai is a member of International Association of Facilitators and has facilitated meetings in FNS (Facilitator Network Singapore) and Northwest CDC District Meeting. She's a Master NLP Practitioner and has been facilitating NLP training. She's also a member of Asia Professional Speakers – Singapore (APSS) and Association of Professional Trainers Singapore (APTS).

Born in China, she holds Bachelor Degree in Economics and Master Degree in Human Resources.

REGISTRATION FORM

Total number of participants attending :

Name :

Position :

Name :

Position :

Company :

PSMB Scheme :

- SBL SBL-KHAS Non-Contributor

Address :

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Nominating person:

Position :

Phone :

Fax :

E-mail :

Cheque for (\$) enclosed.

To register, fax this form to (82) 411368

METHODOLOGY

Participant will attend two days of lectures, group discussions and group assignments.

WHO SHOULD ATTEND ?

- ✓ Sales people
- ✓ Sales Managers
- ✓ Customer Service people
- ✓ All level of employees who have contact with customers

INVESTMENTS :

(Customer Complaint Handling - the Aikido Way)

Early Bird Rate : **RM980 per person** (Paid on or before 4 March 2010)

Normal Rate : **RM1080 per person**

10% Discount of the total fees for 3 people from the same corporation/group

10% Discount of the total fees if you register online at <http://www.tndp.com.my>

All cheques should be crossed and made payable to **Puncak Malaysia Sdn Bhd.**

Cancellation :

- Cancellation must be made in writing.
- A prompt refund minus 15% administrative charge for cancellation received at least 3 weeks before the training.
- No refund can be made for cancellation made less than 2 weeks. However, places are transferable.



Hock Kui Commercial Centre, 1st Floor,
Lot 3119, Blk 10 Jln Tun Ahmad Zaidi Adruce,
93250 Kuching, Sarawak, Malaysia.
Tel : (82) 417668 Fax : (82) 411368
E-Mail : tndpmcm@yahoo.com

Website : <http://www.tndp.com.my>