

CUSTOMER AT HEART

CUSTOMER SERVICE AND SERVICE RECOVERY ALL ROLLED INTO ONE



Combining TMI's two signature, internationally acclaimed workshops - Putting People First and A Complaint is a Gift, both programmes have helped to create and strengthen customer-friendly cultures in organisations all over the world!

Does everyone know how they help differentiate their company from others in their industry? Does the behaviour of your people reflect and deliver on the mission, vision and values of your organisation? Do your customers tell you they like doing business with you and why?

The workshop focuses putting the customer at the centre of everything we do. It works to develop a strong service mind-set and skills set to help customer service practitioners and managers build stronger customer loyalty for their organisation.



2 day duration

For everyone in the organisation
whether or not they have face-to-face
customer contact and regardless of their
role and contribution to the business

For more information, visit
www.tacktmimalaysia.com or call us at +603 –
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LEARNING OUTCOMES:

- Become more engaged and take ownership of the team and organisational commitment to the customer experience
- Improve service internally as well as externally to create a stronger customer service culture
- Changed attitudes about customer complaints and begin to see them as business opportunities
- Know how to regain the trust of unhappy customers, retain them and make them come back
- Be more confident and adept in dealing with customers' emotions and issues
- ...and many more



WE BELIEVE IN THE INDIVIDUAL

a **GI GROUP** brand