

LIVING THE CUSTOMER EXPERIENCE

THE RIGHT MINDSET AND BEHAVIOURS THAT WILL "WOW" CUSTOMERS



Recent research supports the notion that companies who deliver great customer experiences grow revenues by between 4%–8%.

Customer loyalty happens when organisations work hard to deliver a dynamic and different experience for their customers. Loyal customers stay longer and make recommendations to their friends.

Living a dynamic CX culture resides at the heart of running sustainably successful companies.

This is a practical workshop that teaches employees what are the mindsets and behaviours that will deliver a great customer experience for their organisation.



2 day workshop

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.tackmimalaysia.com or call us at +603 – 6203 4410

LEARNING OUTCOMES:

- Why delivering a great customer experience is important to the organisation
- Clarity on the organisation's Service Principles and their associated behaviours
- Tools and techniques on how to deliver a great customer experience based on the Service Principles
- Confidence on delivering the customer experience through role plays and scenario discussions
- Service recovery tools and methodology
- ...and many more



WE BELIEVE IN THE INDIVIDUAL

a **GI GROUP** brand