

Customer Service Champs

The Art of Amazing Your Customers

Excellence in customer service boils down to three basic ideas: give customers the attention they want, the respect they deserve, and the time to answer their questions and take care of their needs.

Everywhere you turn today, you hear about the importance of service, support, and customer satisfaction. All kinds of firms proclaim that "people are our business" and that satisfaction is the company's highest objective. With all this talk, you would think that service would be getting better all the time, but surveys suggest otherwise.

Every human personality is as unique as a fingerprint. The more you understand your customers' views, the better you see their views and serve them. It's important to relate to people on their own terms. The Social Styles Matrix approach provides ways to quickly size up customers. Each behavioral social style shows different symptoms of stress and reactions. Each style has its own characteristic way of venting. Recognizing customers' behavioral patterns helps reduce the stress of serving them and it ensures customers' satisfaction all the time.

A product of psychological research and practical application, Creating Customer Service Champions is a proven method of connecting with customer using insights from Social Styles. You can learn to handle people the way they want to be handled, speak to them in the way they are comfortable listening and provide them the service the way they like to be served.

Talk Outline:

Customer Service as an Art and a Science

- The basics of customer psychology
- Understanding the importance of what is your core service
- Difference between enhancers and adding value to service
- Understand the importance of self-empowerment in service
- Four social styles of annoying customers

Understanding Social Styles

- Identifying your specific social styles
- Identifying social styles in others
- Using your social styles to enhance relationships
- Discover the values and irritants for each social style

Speaker's Profile



Peter Ng is a business consultant, seminar speaker, workshop leader and a life coach. He delivers over 100 programs a year in Singapore and the Asia region. He has been invited to speak and train in Myanmar, Vietnam, Laos, Indonesia, Malaysia, The Bahamas, Mexico, USA and many other countries. His reputation as a fun, exciting, and change-producing speaker, trainer and entrepreneur gives him global acclaim.

Peter inspires his audiences to greater levels of achievement by stimulating the human potential and using powerful delivery and new insights to teach and motivate. He was awarded 'Speaker of the Year' for his

22 July 2010
Hyatt Regency Kinabalu, Kota Kinabalu

23 July 2010
Four Points by Sheraton, Kuching

9am - 5pm

Fee **RM480** Only

proprietary customer excellence concept 'Customer Emotional Connectivity' at a convention in Mexico in 2000 and voted the 'Motivational Speaker of the Year' at another convention in Arizona, USA in 2005.

Peter is a Founding Member of the Asia Professional Speakers, Singapore and the Asia Pacific Representative of Service Quality Institute, USA. He is also the Customer Service Trainer for Raffles International Limited since 1999. He graduated with a major in Customers' Psychology and holds a Master of Arts degree in Tertiary, Adult and Continuing Education.

Organised by:



FEE

NORMAL RATE	RM480.00 per participant (inclusive of 1 lunch and 2 tea-breaks)
EARLY BIRD RATE	RM460.00 per participant on paid registration by 1 July 2010 .

PAYMENT/ CANCELLATION OF REGISTRATION

- ◆ All cheques should be crossed and made payable to **ADROIT GLOBAL NETWORK SDN BHD** and received prior the event.
- ◆ Cancellation must be made in writing.
- ◆ Full refund for cancellation received at least 14 days before the training.
- ◆ 50% refund for cancellation received less than 7 to 14 days before the training.
- ◆ No refund for cancellation received less than 7 days before the training but a substitute participant will be accepted at no extra cost.

REGISTRATION FORM

Customer Service Champs - The Art of Amazing Your Customers

Please tick: **22 July 2010 - Hyatt Regency Kinabalu, Kota Kinabalu**
 23 July 2010 - Four Points by Sheraton, Kuching

Company:		Contact Person:
Address:		Designation:
Tel:	Fax:	Email:
No. of participants:		Total Cost: RM
NAMES		DESIGNATION
1.		
2.		
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6.		
Authorised Signatory:		Date:

THE ORGANISER RESERVES THE RIGHT TO AMEND OR CANCEL THE EVENT DUE TO UNFORESEEN CIRCUMSTANCES

ORGANISER :



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