

# THE CUSTOMER SERVICE

24 May 2010

Hyatt Regency Kinabalu, Kota Kinabalu

25 May 2010

Four Points by Sheraton, Kuching

9am - 5pm

RM 350 Only

*Will your customers recommend your products or services to someone else?*

Here's why this question is so important:

Today's customers are pretty savvy. They are not shy at all about asking for the location of the customer service center or the boss especially when the customer service representative lacks the skills to satisfy their requirements. But if they are wowed over by your customer representatives, they will recommend your products or services to their friends and family.

Their endorsement of your products or services to friends and family demonstrate confidence in a quality product or service. This is the utmost compliment to your business. There really is nothing better than the testimonial or endorsement of one customer to another. Not only does it help to establish a pattern of loyalty and purchasing behavior, it reinforces the buying decision. When you offer a superior customer service, the only place you can go is up.

Most average businesses lose 10% of its customers annually. Acquiring new customers cost 5 to 6 times more than keeping existing ones. Businesses will be prudent to create exceptional customer service action plans that will develop customer loyalty from additional purchases to making those precious referrals.

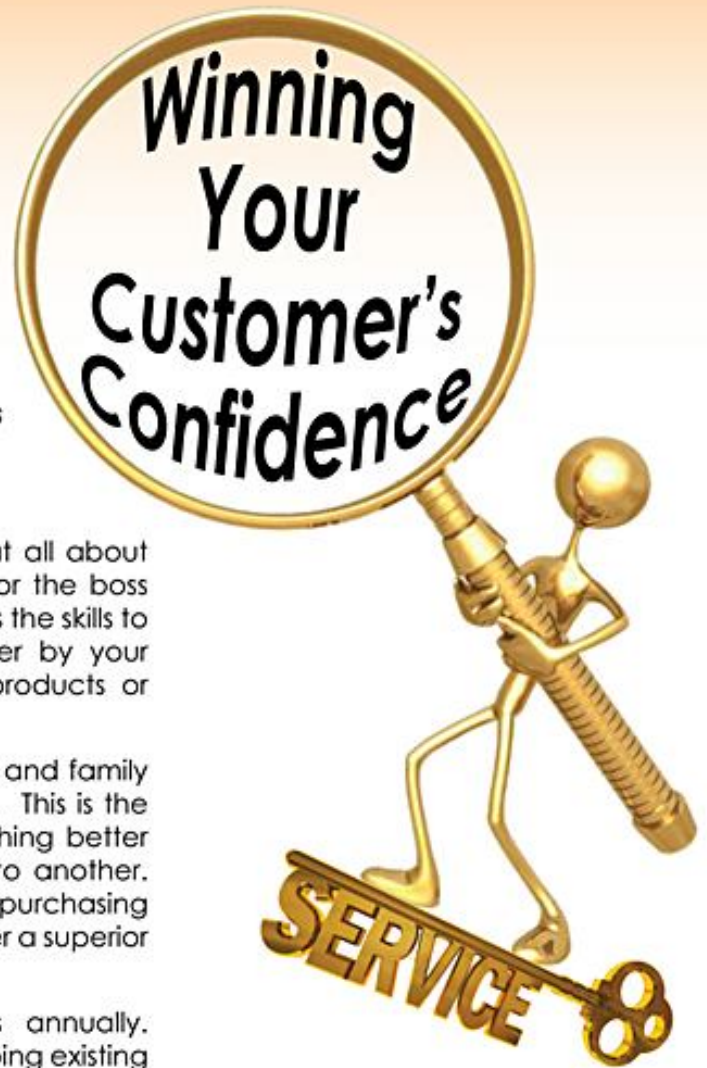
**Winning Your Customer's Confidence** is about rendering excellent quality service to your customers through four key inter-related aspects of customer satisfaction.

## Speaker's Profile:

Nicholas has been in the training profession for more than 25 years. He not only conducts training, but had created many original and novel training packages on personal and interpersonal life skills development, character and teambuilding development, leadership development, vision casting and strategic planning, and creative presentation skills.

Nicholas excels in conducting motivational talks. These include talks on areas related to stress and anger management, time management, successful attitudes, customer service, interpersonal and communication skills. In addition, he does a repertoire of leadership training packages for educators, teachers, leaders, employers and employees. He is always described by his participants as an interesting, humorous and inspiring communicator.

Nicholas Choo is based in Singapore and holds a B.A. in Psychology from Trent University, Canada. He is a certified Train-the-Trainer Administrator for DISC Personality Profile Insight. Nicholas is a much sought-after trainer by education, hotels, insurance companies, corporate and non-profit organisations.



## Course Outline:

- \* The Attitude of Quality Service
- \* The Aptitude of Quality Service
- \* The Adaptations of Quality Service
- \* The Altitude of Quality Service

Organised by:



## FEE

NORMAL RATE	<b>RM350.00</b> per participant (inclusive of 1 lunch and 2 tea-breaks)
EARLY BIRD RATE	<b>RM330.00</b> per participant on paid registration by <b>3 May 2010</b> .

## 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

The Customer Service - Winning Your Customer's Confidence

Please tick:   24 May 2010 - Hyatt Regency Kinabalu, Kota Kinabalu  
 25 May 2010 - Four Points by Sheraton, Kuching

Company:		Contact Person:
Address:		Designation:
Tel:	Fax:	Email:
No. of participants:		Total Cost: RM
NAMES		DESIGNATION
1.		
2.		
3.		
4.		
5.		
6.		
Authorised Signatory:		Date:

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

## ORGANISER :



**ADROIT GLOBAL NETWORK SDN BHD** (CO.NO. 568457-M)  
(Formerly known as Adroit & Associates Sdn Bhd)  
1st & 2nd Floors, Unit 41, RH Plaza  
Lrg Lpg Terbang 1, 93250 Kuching, Sarawak, Malaysia  
Tel : 6082 462 712 / 452 712 Fax: 6082 463 712  
HIP : 6012 892 8484  
Email : adroitconsultation@yahoo.com  
Website : www.adroitglobalnetwork.com.my