



CLIENT HANDLING SKILLS

OBJECTIVES:

- Articulate the organisation's brand image
- Promote and manage professional customer relationship
- Equip the customer service professionals with effective techniques and skills to provide service beyond expectation
- Create a Customer-Driven Culture and make Customer Service Excellence as part of the organisation culture
- Manage and handle customer interactions and relationship
- Practice managing difficult situations



IN-HOUSE TRAINING AVAILABLE



COURSE CONTENT

- Your Brand DNA
- What People Want: Know Their Expectations
- Everyday People: Understanding Different Communication Styles
- Read Our Lips: Using Client Centric Language
- Total Troubleshooting: Dealing with Difficult Clients
- Reaching Out: Making the Most of Communication
- The Clinic: What We Can Do Better

WHO SHOULD ATTEND

Marketing Professionals and Managers, front line workers and anyone who comes into contact with customers.

ADMINISTRATIVE DETAILS

Date : January 08 - 09, 2024

Time : 9.00am – 5.00pm

Venue : Level 2, FMM Selangor & Kuala Lumpur Branch
No 8A, Jalan Pensyarah U1/28, Hicom Glenmarie Industrial Park, 40150 Shah Alam, Selangor.

Fees : FMM Members – RM 1,325.00 per participant
Non-Members – RM 1,537 per participant

(inclusive of 6% service tax)

(Fees include course materials, Meals and Certificate of Attendance)

Get **10% DISCOUNT** if you send 3 or more participants for the same programme!



TRAINER

Mr Lloyd Ferguson Victor comes with more 24 years of Aviation experience where his main area of expertise is front line service. Lloyd also worked with many other Airlines, enriching himself with more knowledge and experience. Coming into contact with customers/passengers developed his “people” skills so much so that he received many compliments from many happy customers and there were some who even wrote in the newspapers on Lloyd’s excellent people skills and services. Apart from being a front-liner Lloyd was also aircraft maintenance personnel, where he has experience in aircraft engine maintenance. After being an “engine man”, Lloyd became a Cabin Crew where he gained experience and knowledge on Customer Service. From there Lloyd joined other airlines as a Cabin Crew and finally he joined Air Asia where he amassed great Customer Services knowledge. Lloyd was also given the task to run the entire Ground Operations for Air Asia. In the same, being a person who is able to multi-task, Lloyd has exposure in Customer Care where he ran a self answering website for Air Asia called “Ask Air Asia”. He was also asked to do Airport planning for KLIA2 in its initial stages, and many special projects like creating a Webpage for wheelchair online booking.

For further inquiries please contact:

Siti Nazihah / Ain / Azrini

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REGISTRATION FORM

CLIENT HANDLING SKILLS

JANUARY 08-09, 2024 (MONDAY-TUESDAY)

FMM SELANGOR & KUALA LUMPUR BRANCH

FMM Institute Selangor (SST No.: W10-1901-32000105 | COID: 475427W_SELANGOR)
HRDCORP Programme Code: 10001165356
Email: fmm_institute_selangorkl@fmm.org.my
Tel: 03-55692950/4471/4171

Please register the following participant(s) for the above programme:

1. Name: _____ Designation: _____ E-mail: _____

Nationality: _____ IC / Passport No.: _____

2. Name: _____ Designation: _____ E-mail: _____

Nationality: _____ IC / Passport No.: _____

Disclaimer

Registration is on a first-come first-served basis. All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the programme fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the programme fees. If the participant fails to attend the programme or less than 75% attendance, the full programme fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes.

We hereby confirm that (Please tick accordingly):

- We will be claiming **from HRD Corp** and full payment would be made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances.
- We will **NOT BE CLAIMING** from **HRD Corp**. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No **5-62106-64719-2**

Submitted by:

Name: _____ Designation: _____

Company: _____ Email: _____

Company Address: _____

FMM Membership No.: _____ My Corporate Identity No.: _____

Tel No.: _____ Fax No.: _____ Date: _____