



**Excellence WOW Customer Service-Handling Complaints and Managing Challenging Customer**  
April 12-13, 2021 | 9.00am - 5.00pm | Remote Online Learning via Zoom

**OBJECTIVES**

- Receive practical and workable templates for excellent wow customer service and complaints handling system
- Know how to deal with challenges, complaints, dissatisfaction, service breakdown and resolve the problems
- Apply DEFUSE techniques for dealing with angry or upset customers in just 6 steps
- Master the C1A5 technique for effective handling of objections and complaints
- Take proactive steps to prevent a 'broken' service from escalating to the point of 'no-return'
- Demonstrate how to measure customer satisfaction levels and take corrective action if needed
- Understand and identify different behavioral styles and adapt as necessary
- Master key skills required for service recovery and restoring customers' trust - active listening, non verbal and verbal communication
- Be able to identify the root causes of issues and solving customers' problems skilfully & fairly
- Building powerful rapport and connection with customers
- Understanding perceptual position - how establishing empathy with customers can do wonders or your customer relationship

**WHO SHOULD ATTEND**

Customer Service Representatives, Sales Professionals, Sales and Customer Service Supervisors and Managers, Marketing Professionals and Managers, front line workers and anyone who comes into contact with customers

Dates : **April 12-13, 2021**  
Time : 9.00 am – 5.00 pm  
Venue : Remote Online Learning via Zoom  
Fees : FMM Members – RM 1,272.00 per participant  
(inclusive of 6% Service Tax)  
Non Members – RM 1,378.00 per participant  
(inclusive of 6% Service Tax)

**(Fees include course materials and Certificate of Attendance)**

**\*each participant must have their own, individual equipment for online meeting with strong internet connection.**

For further enquiries, please contact:

Siti Nazihah / Syazwani / Fatahiah  
**FMM Institute**

**Selangor & Kuala Lumpur Branch**

Tel: 03-55692950 / 4171 / 4471 Fax: 03-55694346

Email: siti\_nazihah@fmm.org.my / syazwani@fmm.org.my /  
fatahiah@fmm.org.my

Visit us at: www.fmm.edu.my / www.fmm.org.my

**CONTENTS**

- Customer Service - The Starting Point
- Steps To Excellence In Customer Service
- World Class Complaint Handling System
- Getting To The Root Cause Of The Issue
- Identifying The Best Response To Complaints And Service Breakdown
- Dealing With Challenges, Objections, Complaints And Difficulties
- Dealing With Angry & Difficult Customers
- Key Skills And Techniques Needed To Handle Complaints & Manage Angry Customers
- CRM - Building Strong Loyal Customer Relationships

**FACILITATOR**

**RACHEL KHOR** is a Certified NLP Trainer, PSMB Certified Trainer & a Certified Hypnotherapist. Besides being a EQ Trainer, she is also a Master Trainer in Customer Service, Communication & Negotiation Skills trained in USA & Australia. She has honed & fine-tuned her training skills & techniques over a period of 18 years of varied business experiences as well as running her own event management company. She holds a degree in Business Studies from the University of Bradford (UK). She is a Master Trainer in Mind Mastery, Silva Mind Method, Mind Frame Techniques, Edward De Bono's Creativity & Lateral Thinking courses. She is also trained in various areas of Leadership & Stephen Covey's Habits of Highly Effective People. She is a keen practitioner of Mind Mapping & Mind Power strategies by Tony Buzan. She is also trained in Sales Dog Training, Millionaire Mindset & Guerrilla Business Intensive. She has been coached & trained with some of the best world class trainers, business gurus, leading coaches & entrepreneurs including Anthony Robbins, Robert Kiyosaki, Blair Singer, Harv Eker, John Maxwell, Jay Abraham, Joel Roberts (communication guru), Dr Joe Vitale (hypnotic marketing), Jose Silva, Burt Goldman, among many others. She uses all her training & knowledge in neuro linguistics programming, hypnotherapy, laws of attraction, mind mastery, principles of success, science of getting rich, psychology, human behavior analysis, coaching, counseling & years of training to deliver the RESULTS DESIRED EVERY TIME. She is also backed by 18 years of top management corporate experience & exposure having worked for both public organisations as well as private companies in Australia, UK, Singapore, Indonesia, Thailand & Malaysia. Rachel is an extremely creative, dynamic, charismatic, humorous & versatile trainer who has fantastic rapport with the participants she trained with excellent communications skills. She always receives rave reviews & excellent ratings from the participants she trained. She achieves this by ensuring her training is relevant, highly interactive, exciting, stimulating & inspiring - made fresh with new ideas & concepts. Her *Unique Selling Point* is her creative approach to training & her ability to make the training unique, enjoyable yet rewarding & practical with easy to understand as well as easy to practise techniques, strategies & tactics. What she teaches can be immediately applied back at the office for immediate results. She mixes no nonsense pragmatic information with creative mind power & mindset changing strategies to make the course powerful & results-oriented.

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

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 course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

# REGISTRATION FORM

**Excellence WOW Customer Service-Handling Complaints and Managing Challenging Customer**

**April 12-13, 2021 (Monday-Tuesday)**

**Remote Online Learning via Zoom**

**The Manager**  
**FMM Institute**  
Tel: 03-55692950/4471/4171  
Fax: 03-55694346  
**SST No:W10-1901-32000105**

Please tick (√) accordingly:  
PSMB Scheme:  **SBL-KHAS**  **Non Contributor**

Please register the following participant(s) for the above programme:  
(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

**Nationality** **IC/Passport No.**

2. **Name** **Designation** **E-mail**

**Nationality** **IC/Passport No.**

3. **Name** **Designation** **E-mail**

**Nationality** **IC/Passport No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. \_\_\_\_\_ for RM \_\_\_\_\_

being payment for \_\_\_\_\_ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: \_\_\_\_\_

Designation: \_\_\_\_\_ E-mail: \_\_\_\_\_

Company: \_\_\_\_\_ FMM Membership No.: \_\_\_\_\_

Address: \_\_\_\_\_

Tel No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_ Date: \_\_\_\_\_

My Corporate Identity No.: \_\_\_\_\_