



# (MC) WINNING DIFFICULT CUSTOMER

- DATE:** 15<sup>th</sup> February 2022  
**VENUE:** MEF Training Center, P Jaya  
**TIME:** 9:00 AM – 5:00 PM  
**FEE:** RM 850 per-person
- Price above includes 6% SST
  - HRDC Claimable/Payable to MEF Academy Sdn Bhd

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ONLINE REGISTRATION



<https://forms.office.com/r/zNfA61V8TD>



## Objectives

Serving a happy customers in enjoyable for those in a service role. However, helping those who are “not so happy” can demanding, stressful and demotivating to the service staff who have not receive training as how to handle demanding customers This course equips participants with strategies and skills that will help them make the most of their day-to-day interactions with people who receive their services, both inside and outside their organisations. Thus, this is considered as an “all-in-one” course for front liners catering for busy service industries.

### Participants will:

- Gain insight into people are different yet predictably different needs and Customers are people
- Develop emotional intelligence and application of emotion-reducing method in the most challenging situation
- Develop confidence when involved in difficult customer interactions

### Target Audience:

Customer Relations Officers, Front-line staff e.g., Front Desk Assistants and those who come in constant contact with the customers.

### Methodology

- Lectures • Role Play
- Case studies • Video Presentations

### Trainer Profile:

**Mr. Amirulamin Mat Yunus** - Associate Consultant at MEF Academy. He graduated from University Malaysia Sarawak (UNIMAS) with a Bachelor Degree of Human Resource Development and now he is a Certified Trainer issued by Human Resource Development Corp. He started his career in a legal and compliance field and has experiences in conducting audit for a quality management system as he is also a Certified Lead Auditor for ISO 9001;Quality Management System.

## TOPICS COVERED

- **Module 1:** A Review of Customer Service and Understanding What Customers Want
- **Module 2:** Customer Service Interpersonal Skills
- **Module 3:** Types of Difficult Customers
- **Module 4:** Understanding Individual Differences
- **Module 5:** Dealing With Specific Customer Situation Professionally
- **Module 6:** Customer Service Tools and Techniques and Knowing What and When to Say.

For further information, please contact;

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