

ENGAGE TO DELIGHT



Recall your most recent customer experience. How well do you remember the person with whom you've interacted? Some service providers are well appreciated because of the little things that they do for their customers. They listen to customers' needs, make thoughtful recommendations and leave behind a WOW impression. Customers remember them and the brand that they represent.

Great service is about the right mindset and the right skills. Not only do you want your employees to serve your customers, but you would also want them to delight. This highly interactive and experiential programme is designed to equip employees with the go-the-extra-mile mindset and important skills to master each phase of customer engagement. Don't settle for simply serving your customers. Aim to delight them by going the extra mile.

LEARNING OUTCOMES

- Learn to discern between the diverse range of customers, their needs and their expectations.
- Develop the characteristics and qualities to always deliver above the customers' expectations.
- Adopt the "go-the-extra-mile" service mindset to delight customers.
- Create a positive customer experience by offering customised and personalised service.
- Learn how to seize feedback to continuously improve in order to enhance the customer experience.
- Practise what you learn through role-play and real-time feedback.



PROGRAMME HIGHLIGHTS

- Reach for the Stars
- D.E.S.I.R.E.
- The Extra Mile
 - Approach
 - Build Rapport
 - Connect
 - Delight
- Constant Change



METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



TARGET AUDIENCE

- Customer-facing Staff
- Non-Customer facing Staff
- Customer Service Managers
- Service Quality Managers
- Managers
- Client Relations Team



DURATION

2 Days

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