

COURSE OVERVIEWS

The course blends practical skills, customer psychology, and service excellence to improve customer satisfaction, build brand loyalty, and increase sales conversions.

CUSTOMER SERVICE



OBJECTIVE

Understand the principles of excellent customer service in a retail environment.

Communicate effectively and professionally with various types of customers.

Apply active listening and questioning techniques to understand customer needs.

Handle difficult situations and customer complaints with confidence.

Apply upselling and cross-selling techniques to maximize sales.

Collaborate effectively as a team to create a seamless customer experience.

CERTIFICATE OF ATTENDANCE: AWARDED BY MYHI3

DAY 1: CORE SERVICE SKILLS & CUSTOMER HANDLING

- UNDERSTANDING CUSTOMER EXPECTATIONS IN RETAIL
- COMMUNICATION ESSENTIALS (VERBAL & NON-VERBAL)
- ACTIVE LISTENING AND QUESTIONING TECHNIQUES
- HANDLING DIFFICULT CUSTOMERS AND COMPLAINTS
- PRODUCT KNOWLEDGE

DAY 2: SALES SUPPORT & CUSTOMER EXPERIENCE ENHANCEMENT

- UPSELLING AND CROSS-SELLING TECHNIQUES
- RETAIL CUSTOMER JOURNEY & MOMENT OF TRUTH
- TEAM COLLABORATION & SERVICE ALIGNMENT
- CUSTOMER SERVICE SIMULATION & FEEDBACK SESSION
- COURSE WRAP-UP AND ACTION PLAN

ABOUT TRAINER: DR. N. EWEN NENDI

CEO & Founder of Hi3 HRapps Sdn Bhd

Dr.Ewen,DBA,designs and implements programs for Local & International clients. Prior to founding his own company, he was a HR Practitioner with several MNCs & local corporate for more than 30 years. He held several Senior HR Position. And rose through the ranks to Site Director & Regional Director.

He holds a Bachelor Degree in Economics, Master in Human Resource Management & Business Administration prior to his doctoral research in the area of Psychological Contract from UUM.

He is a HRD Corp Accredited Trainer, certified trainer for 6-Sigma, EICC Lead Auditor, Leonard Personality Inventory and Personal Resilient Advantage for Stress Transformation.

