



Jakarta International
Customer Service Institute

TRAINING CATALOG

JAKARTA INTERNATIONAL CUSTOMER
SERVICE INSTITUTE (JICSI)



www.jicsi.co.id



marketing@jicsi.co.id



021 212 841 14



0858 833 833 83
0811 9876 888



Citra Grand Blok A6 No. 3
Cibubur, Bekasi.

WHO WE ARE?

About Us

Jakarta International Customer Service Institute (JICSI) adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan. Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan.

Core Value

Respect.

Kami menghargai perbedaan setiap orang dan hak mereka untuk berpartisipasi tanpa bias di tempat kerja, komunitas mereka, dan negara ini.

Honesty.

Kami mengatakan kebenaran dalam semua situasi dengan mengingat profesionalisme dan kasih sayang

Trust.

Kami percaya pada orang lain dan menjaga kepercayaan kami sehingga orang lain akan mempercayai kami sebagai balasannya.

Integrity.

Kami melakukan apa yang kami katakan

Our Service

- Professional Training
- Manpower & Recruitment Customer Service Agency
- Customer Satisfaction Survey

WHY JICSI ?



65 +
client



Thousand
of training
hours



Offer need
based
solutions



Customized
solution



Experienced
trainers



Full acces
online training
moduls



In- company
training



Interactive
programs



Development
action plan



Follow up
and on going
engagement



Certificate



10 general
check up
customer service
test & 21 psikotes test



Pretest &
Final Exam



Module

CERTIFICATION & ACCREDITATIONS



**Customer Service
Experience Association
Indonesia**

TABLE OF CONTENTS

Certified Customer Service Professional (CCSP) for Staff	05
Customer Service Professional for Supervisor	06
Customer Service Professional for Manager	07
Customer Experience Professional	08
Customer Service for Contact Centre Agent	09
Social Media & Customer Service Professional	10
Telesales for Customer Service Professional	11
Training Customer Satisfaction Survey Professional	12
Servant Leadership	13
3 Days Developing Leadership Skills for Manager	14
Customer Service Quality Assurance for Contact Centre	15
Public Speaking for Customer Service	16
Presentation Skill for Customer Service	17
Paket A : Customer Service Frontline Retailer Store	18
Paket B: Customer Service Passionate For Retailer Store	19
Paket C: Customer Service For Retail Forecasting	20
Customer Service for Hospital & Health Care Industry	21
Customer Experience Management	22
Customer Service For Aparatur Sipil Negara	23
Customer Centricity Organization	24
Customer Service & Customer Relationship Management	25
Customer Service Call Centre	26
Customer Service Live Chat	27
Customer Service for Internal Organization	28
Customer Service Professional untuk Pengelola Toko	29
Crisis Management in Public Relations	30
Social Media Corporate Branding	31
Social Media Specialist	32
Leadership Training for Team Leader & Supervisor	33
Certified Customer Service for Manager	34

Certified Customer Service Professional (CCSP) For Staff

MODUL	COURSE SYLLABUS
Modul 1 :	Basic Concept of Customer Service
Modul 2 :	Developing Relationship with Your Customer
Modul 3 :	Customer Service in Different Organization
Modul 4 :	Match Features & Benefit
Modul 5 :	Communication Effectively
Modul 6 :	Deliver Service Excellent Through Teamwork
Modul 7 :	System For Delivering Service Excellent
Modul 8 :	The Your Factor



Beginner Level



TRAINING DETAILS

ONLINE :
4 X 2,5 Jam

OFFLINE :
3 X 4 Jam

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/ccspstaff

Certified Customer Service Professional (CCSP) For Supervisor

MODUL	COURSE SYLLABUS
Modul 1 :	What Is Customer Service?
Modul 2 :	Contributing To The Service Culture
Modul 3 :	Positif Verbal Communication
Modul 4 :	Non-verbal Communication
Modul 5 :	Listening To The Customer
Modul 6 :	Customer Service & Behaviour
Modul 7 :	Handling Difficult Customer Encounters
Modul 8 :	Customer Service In Diverse World
Modul 9 :	Manage Your Stress
Modul 10 :	Manage Your Time



Intermediate Level
(Syarat CCSP for Staff)



TRAINING DETAILS

OFFLINE
4 x 2,5 Jam
Pertemuan / minggu

Online Training
+ Trainer

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/ccspstaff

Certified Customer Service Professional (CCSP) For Manager

MODUL	COURSE SYLLABUS
Modul 1 :	Servant Leadership
Modul 2 :	Setting The Strategic Course To Maximize Customer Value
Modul 3 :	Customer Acquisition And Growing Your Best Customer Base
Modul 4 :	Using Customer Centricity To Tune Retention And Development Tactics
Modul 5 :	CRM's Place In Creating A Value Based Strategy
Modul 6 :	Complain Management In A Customer-oriented Firm



Advanced Level
(Syarat CCSP for Staff
& Supervisor)



TRAINING DETAILS

OFFLINE
4 x 2,5 Jam
Pertemuan / minggu

**Online Training
+ Trainer**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/ccspstaff

Customer Experience Professional

MODUL	COURSE SYLLABUS
Modul 1 :	Why Service ?
Modul 2 :	What is customer - focused service ?
Modul 3 :	What Customer Want?
Modul 4 :	Understanding Customer Expectation & Perceptions
Modul 5 :	Moment of Truth
Modul 6 :	Internal Partnership
Modul 7 :	When Problem Occur... Service Recovery
Modul 8 :	Enhanced & Align The Systems



Beginner Level
(Syarat CCSP for Staff)



TRAINING DETAILS

ONLINE :
4 X 3 Jam

SELF LEARNING
30 Hari

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/cs-experience

Customer Service for Contact Centre Agent

MODUL	COURSE SYLLABUS
Modul 1 :	The Important Of Customer Service
Modul 2 :	Telephone Ettiquette
Modul 3 :	Providing Excellent In Phone Service
Modul 4 :	Best Service Through Ecommerce Platform
Modul 5 :	Providing Excellent In Chat Service
Modul 6 :	Providing Excellent In Social Media Service
Modul 7 :	Mastering Communication Skill
Modul 8 :	Dealing With Difficult Customer
Modul 9 :	Dealing With Diversity
Modul 10 :	Using Technologies For Customer Service
Modul 11 :	Setting Contact Centre Architecture
Modul 12 :	Managing Your Contact Centre Position



Beginner Level



TRAINING DETAILS

ONLINE :
4 X 3 Jam

OFFLINE :
2 X 6 Jam

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/contact-centre

Social Media & Customer Service Professional

MODUL	COURSE SYLLABUS
Modul 1 :	How To Deliver Outstanding Customer Service On Social Media
Modul 2 :	Managing Online Customer Service With An Internal Team
Modul 3 :	Handling Complaints & Negative Comments on Social Media
Modul 4 :	How To Avoid Potential PR Disasters Via Social Media
Modul 5 :	Strategies For Effectively Managing Large Volumes Of Customer Enquiries
Modul 6 :	Good & Not So Good Example Customer Service on Social Media



Beginner Level



TRAINING DETAILS

ONLINE :
4 X 2,5 Jam

OFFLINE :
2 X 8 Jam

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/cs-sosmed

Telesales for Customer Service Professional

MODUL	COURSE SYLLABUS
Modul 1 :	Kemampuan Komunikasi - Komunikasi Verbal
Modul 2 :	Kemampuan Komunikasi - Etika Bertelepon
Modul 3 :	Kemampuan Komunikasi - Kemampuan mendengarkan
Modul 4 :	Kemampuan Komunikasi - Komunikasi Non Verbal
Modul 5 :	Kemampuan Menjual secara umum
Modul 6 :	Mengatasi pelanggan yang merasa kekecewaan
Modul 7 :	Berhadapan dengan berbagai jenis pelanggan



Basic Level



TRAINING DETAILS

ONLINE :
4 X 2,5 Jam

OFFLINE :
3 X 5 Jam

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/telesales



Training Customer Satisfaction Survey Professional

MODUL	COURSE SYLLABUS
Modul 1 :	Foundation of Marketing Research
Modul 2 :	Foundation of Customer Satisfaction Survey
Modul 3 :	Customer Satisfaction Survey Tools
Modul 4 :	Last Meeting Case Study & Presentation



Advanced Level



TRAINING DETAILS

ONLINE :
4 X 5 Jam

OFFLINE :
4 X 5 Jam

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/csar

Servant Leadership

MODUL	COURSE SYLLABUS
Modul 1 :	Getting Started
Modul 2 :	What is Servant Leadership?
Modul 3 :	Leadership Practices
Modul 4 :	Share the Power
Modul 5 :	Characteristics of a Servant Leader
Modul 6 :	Building a Team Community
Modul 7 :	Be a Motivator
Modul 8 :	Be a Mentor
Modul 9 :	Training Future Leader
Modul 10 :	Self Reflection
Modul 11 :	Wrapping Up



Advanced Level



TRAINING DETAILS

ONLINE :
4 X 3,5 Jam

OFFLINE :
3 X 5 Jam

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/servant-leader/

3 Days Developing Leadership Skills for Manager

MODUL	COURSE SYLLABUS
Modul 1 :	Apa itu Kepemimpinan?
Modul 2 :	Pemimpin sebagai pemanfaat peluang (visioner)
Modul 3 :	Pemimpin sebagai Problem Solver
Modul 4 :	Pemimpin sebagai Team Builders
Modul 5 :	Pemimpin sebagai Manager
Modul 6 :	Pemimpin sebagai Komunikator
Modul 7 :	Pemimpin sebagai Pembagi Kekuasaan
Modul 8 :	Pemimpin sebagai Pembangun Jaringan
Modul 9 :	Pemimpin sebagai Perencana
Modul 10 :	Pemimpin sebagai Pemimpin



Advanced Level



TRAINING DETAILS

OFFLINE :
3 X 6 Jam

**ONLINE TRAINING
+ TRAINER**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/leadership-skill

Customer Service Quality Assurance for Contact Centre

MODUL	COURSE SYLLABUS
Modul 1 :	Memahami Peran Quality Assurance
Modul 2 :	Membuat Metode Penelitian
Modul 3 :	Melakukan Review dan Menyesuaikan Atribut yang Digunakan
Modul 4 :	Implementasi Sistem Aplikasi Penilaian Terbaru
Modul 5 :	Reporting Modul



Basic Level



TRAINING DETAILS

OFFLINE :
2 X 8 Jam

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/login/certified-qa

Public Speaking for Customer Service

MODUL	COURSE SYLLABUS
Modul 1 :	The Power Of Public Speaking
Modul 2 :	Persiapan Dalam Public Speaking
Modul 3 :	Mengenali Audience Public Speaking
Modul 4 :	Komunikasi dalam Public Speaking (PR/MC atau Pidato)
Modul 5 :	Penampilan Diri Yang Elegant Dalam Public Speaking
Modul 6 :	Praktek Individual



Basic Level



TRAINING DETAILS

2 X 8 Jam

**OFFLINE
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/training-public-speaking/

Presentation Skill for Customer Service

MODUL	COURSE SYLLABUS
Modul 1 :	Konsep Presentasi yang Baik
Modul 2 :	Merancang Struktur Presentasi yang Baik
Modul 3 :	Konsep Slide yang Visual & Efektif
Modul 4 :	Meningkatkan Kepercayaan Diri dan Mental Positif dalam Presentasi
Modul 5 :	Menguasai Aspek Utama Penyampaian Presentasi yang Meyakinkan
Modul 6 :	Praktik Delivery Presentasi dengan Percaya Diri dan Meyakinkan



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**OFFLINE
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/training-presentation-skill/

Paket A : Customer Service Frontline Retailer Store

MODUL	COURSE SYLLABUS
Modul Pendahuluan :	Hubungan antara penjualan dan layanan pelanggan
Langkah Pertama :	Pahami barang yang anda jual dan para pelanggan anda
Langkah Kedua :	Menciptakan peluang
Langkah Ketiga :	Mencocokkan kebutuhan pelanggan
Langkah Keempat :	Tentukan tujuan dan selesaikan penjualan
Langkah Kelima :	Layanan Purna Jual dan Tindak Lanjut



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/frontliner-retail

Paket B : Customer Service Passionate For Retail Store

MODUL	COURSE SYLLABUS
Modul 1 :	Motivasi Pelanggan
Modul 2 :	Kesan = Hasil
Modul 3 :	Komunikasi Non-Verbal
Modul 4 :	Bahasa yang Berpengaruh
Modul 5 :	Interaksi dengan Intensitas Tinggi



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/passionate-retailer

Paket C : Customer Service For Retail Forecasting

MODUL	COURSE SYLLABUS
Modul 1 :	Perkiraan Penjualan dalam Bisnis Ritel
Modul 2 :	Perencanaan Penjualan dalam Bisnis Ritel
Modul 3 :	Perencanaan Sumber Daya
Modul 4 :	Melakukan Perencanaan Penjualan
Modul 5 :	Layanan Purna Jual dan Melakukan Tindak Lanjut



Advanced Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/retail-forecasting



Customer Service For Hospital & Health Care Industry

MODUL	COURSE SYLLABUS
Modul 1 :	Perkenalan
Modul 2 :	Bahasa Tubuh dan Mendengarkan Pelanggan
Modul 3 :	Komunikasi
Modul 4 :	Menangani Keluhan Pelanggan



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/layan-an-pasien

Customer Experience Management

MODUL	COURSE SYLLABUS
Modul 1 :	Memahami Konsep Dasar Customer Experience Management (CEM)
Modul 2 :	Customer Experience
Modul 3 :	Memetakan Perjalanan Pelanggan (Customer Journey Mapping)
Modul 4 :	Customer Experience Research Methods
Modul 5 :	Strategi Customer Experience
Modul 6 :	Peran Inovasi dalam Customer Experience
Modul 7 :	Tantangan dalam Customer Experience Management
Modul 8 :	Menggunakan channel komunikasi dan jejaring sosial dalam membangun customer experience



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/cx-management/

Customer Service For Aparatur Sipil Negara (ASN)

MODUL	COURSE SYLLABUS
Modul 1 :	Membangun Dasar Pemahaman Organisasi yang Berpusat pada Pelanggan (Customer-centric organization)
Modul 2 :	Menciptakan Kepercayaan, Kredibilitas, dan Rasa Percaya
Modul 3 :	Membangun perilaku yang Tepat
Modul 4 :	Membangun Kerjasama
Modul 5 :	Kemampuan Mendengarkan : Membangun empati
Modul 6 :	Kemampuan berkomunikasi
Modul 7 :	Bahasa Tubuh - Body Language-Non-Verbal Communication
Modul 8 :	Membangun kesan dan Terkoneksi dengan pelanggan
Modul 9 :	Membaca Bahasa Pelanggan
Modul 10 :	Menyampaikan Ketidaksetujuan dengan Cara yang Ramah
Modul 11 :	Proaktif dalam Mengapresiasi / Menghargai
Modul 12 :	Meningkatkan Pengalaman Layanan Pelanggan
Modul 13 :	Menyelesaikan Keluhan Pelanggan dan Melakukan Eskalasi
Modul 14 :	Menyajikan Layanan Pelanggan Prima



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

In House
Training

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendea
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/cs-asn/

Customer Centricity Organization

MODUL	COURSE SYLLABUS
Modul 1 :	Memahami Customer Centricity
Modul 2 :	Ekuitas Pelanggan
Modul 3 :	Customer Lifetime Value
Modul 4 :	Customer Relationship Management
Modul 5 :	Membangun Keunggulan Berkompetisi
Modul 6 :	Mengembangkan Strategi Customer Centric
Modul 7 :	Marketing Perspective
Modul 8 :	Memahami Kebutuhan dan Harapan Pelanggan



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendea
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/customer-centricity/

Customer Service & Customer Relationship Management

MODUL	COURSE SYLLABUS
Modul 1 :	Introduction
Modul 2 :	Build a road map
Modul 3 :	Importance of the CRM
Modul 4 :	Strategy & Planning
Modul 5 :	Finalize the Tool
Modul 6 :	CRM used in Customer Service
Modul 7 :	CRM used in Sales & Marketing Modul 8: Follow Through



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

In House
Training

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/crm/

Customer Service Call Center

MODUL	COURSE SYLLABUS
Modul 1 :	Know your customer and create the foundation
Modul 2 :	Qualities required for a Good Telephone Interaction
Modul 3 :	Communication Skills
Modul 4 :	Listening Skills
Modul 5 :	Voice Modulation
Modul 6 :	Trust, Credibility, Respect
Modul 7 :	Questioning
Modul 8 :	Deal with difficult customers
Modul 9 :	Deal with the smaller aspects with bigger results
Modul 10 :	Closing the Call

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**



www.jicsi.co.id/training-call-centre/

Customer Service Live Chat

MODUL	COURSE SYLLABUS
Modul 1 :	Introducing Live Chat Essentials
Modul 2 :	Anatomi Live Chat
Modul 3 :	Communicating and Building Rapport with your Live Chat Customers
Modul 4 :	Listening to Your Customer's Needs
Modul 5 :	Investigating Your Customer's Needs



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/cs-live-chat/

Customer Service For Internal Organization

MODUL	COURSE SYLLABUS
Modul 1 :	Know the Internal Customer and Internal Customer Service
Modul 2 :	Internal Customer Service Values
Modul 3 :	Listening Skills: Generate Empathy
Modul 4 :	Communication Skills
Modul 5 :	Handling Emotions
Modul 6 :	Agree to Disagree Amiably
Modul 7 :	Body Language – Non-Verbal Communication
Modul 8 :	Responsibility and Responsiveness
Modul 9 :	Handling Complaints



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/en/cs-internal/



Customer Service Professional Untuk Pengelola Toko

MODUL	COURSE SYLLABUS
Modul 1 :	Konsep dasar dalam melayani pelanggan
Modul 2 :	Membangun hubungan yang baik dengan pelanggan
Modul 3 :	Menanggapi Keluhan Pelanggan
Modul 4 :	Berkomunikasi secara efektif kepada pelanggan



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/cs-toko/

Crisis Management in Public Relations

MODUL	COURSE SYLLABUS
Modul 1 :	The Foundation of Good Public Communication Techniques
Modul 2 :	Corporate Reputation Management
Modul 3 :	Mass Communication Strategy to Maintain Organizational Reputation
Modul 4 :	Crisis Communications
Modul 5 :	Media Relations: Concepts & Practices
Modul 6 :	Media Crisis Communications
Modul 7 :	Building Strengthening Communications Team for Our Organization – How to Prepare & Handle Media Crisis Communications in the Future?



Basic Level



TRAINING DETAILS

8 Jam

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/crisis-management-in-public-relation/

Social Media Corporate Branding

MODUL	COURSE SYLLABUS
Modul 1 :	Mengenal Aneka Fasilitas dan Layanan Social Media
Modul 2 :	Memahami Konsep Cyber Public Room
Modul 3 :	Etika dan Tata Cara Pergaulan Cyber Public Room
Modul 4 :	Mengenal dan Memahami UU ITE
Modul 5 :	Study Kasus Pelanggaran UU ITE dan sanksi nya (sanksi hukum dan sanksi social masyarakat)
Modul 6 :	Pemanfaatan layanan FACEBOOK sebagai media Corporate Branding
Modul 7 :	Pemanfaatan layanan LINKEDIN sebagai media Corporate Branding
Modul 8 :	Pemanfaatan layanan TWITTER sebagai media Corporate Branding
Modul 9 :	Pemanfaatan layanan Sosial Media lainnya
Modul 10 :	Tips Mengatasi dan Menjawab Black Campaign di SosMed
Modul 11 :	Tips Melakukan White Campaign dalam rangka Corporate Branding
Modul 12 :	Meningkatkan Pengalaman Layanan Pelanggan
Modul 13 :	Menyelesaikan Keluhan Pelanggan dan Melakukan Eskalasi



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/socmed-corporate-branding

Social Media Specialist

MODUL	COURSE SYLLABUS
Modul 1 :	Research and strategi for Social Media
Modul 2 :	Creative copy writing for social media content and campaign
Modul 3 :	Creative design for social media content and design
Modul 4 :	Social Media Analisis
Modul 5 :	Social Media Content Creator
Modul 6 :	Sosial Media Campaign and Run Through Ideation
Modul 7 :	KOL & Influencers Management
Modul 8 :	HR Career Preparation



Basic Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendea
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



<http://www.jicsi.co.id/login/landing-page-social-media-specialist/>

Leadership Training For Team Leader & Supervisor

MODUL	COURSE SYLLABUS
Modul 1 :	I Am a Leader & 4 Pillar in leadership
Modul 2 :	Service Culture
Modul 3 :	Attitude & Interpersonal Skill
Modul 4 :	Customer interaction skill & How to Handle Difficult Costumer
Modul 5 :	Understanding Smart Word vs Killer Word



Basic Level



TRAINING DETAILS

1 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/leadership-all-members/

Certified Contact Center For Manager

MODUL	COURSE SYLLABUS
Modul 1 :	Good Knowledge & Skills
Modul 2 :	Understanding Contact Center Service Excellent Performance index
Modul 3 :	Continuous Improvement
Modul 4 :	Good & Positive Working Environment
Modul 5 :	Multichanel Technology Contact Center



Manager Level



TRAINING DETAILS

2 X 8 Jam
Pertemuan

**In House
Training**

Yogyakarta, Hotel Dafam Malioboro
(6.000.000 IDR / participant)

Jakarta, Hotel Amaris Tendean
(6.500.000 IDR / participant)

Lombok, Hotel Jayakarta
(7.500.000 IDR / participant)

Bandung, Hotel Golden Flower
(6.500.000 IDR / participant)

Bali, Hotel Ibis Kuta
(7.500.000 IDR / participant)



www.jicsi.co.id/login/certified-contact-center-manager-cccm/

OUR CLIENT





Jakarta International Customer Service Institute



www.jicsi.co.id



marketing@jicsi.co.id



021 212 841 14



0858 833 833 83
0811 9876 888



Citra Grand Blok A6 No. 3
Cibubur, Bekasi.