



Jakarta International
Customer Service Institute

TRAINING CATALOG

242

Topics Training
FOR CUSTOMER
SERVICE

2025

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DEAR SAHABAT SAHABAT JICSI

Salam Perubahan untuk kita semua

Tidak lama lagi kita akan memasuki tahun yang baru, tahun yang penuh dengan berkah. Sudah satu tahun kita telah lewati dan melakukan banyak hal selama tahun 2024, ada banyak yang telah kita capai, tetapi ada juga beberapa pekerjaan yang perlu untuk penyempurnaan di tahun 2025 yang akan datang. Tahun berganti, zaman berganti, teknologi berubah, harapan pelangganpun berubah dan perilaku pelanggan juga berubah. Perubahan dalam perilaku pelanggan juga menghasilkan peningkatan ekspektasi terhadap layanan dan pengalaman yang diberikan oleh perusahaan. Pelanggan saat ini mengharapkan pelayanan yang lebih cepat, responsif, personal, dan mudah diakses. Perusahaan harus dapat menyesuaikan strategi mereka untuk memenuhi ekspektasi tersebut guna menjaga kepuasan pelanggan.

Tentu keadaan ini akan memaksa organisasi harus berubah secara totalitas. Organisasi hanya dihadapkan oleh dua pilihan yaitu: berubah atau di rubah, hidup atau punah di linds dengan perubahan zaman.

Kita telah melihat bahwa perusahaan yang telah berhasil mengatasi perubahan dalam perilaku pelanggan adalah fokus customer experience secara holistik. Tidak hanya pengalaman saat pembelian produk atau layanan, tetapi juga pengalaman selama interaksi sehari-hari dengan brand, pengalaman purna jual, dan dukungan pelanggan yang responsif.

Tentunya kita semua berharap dan menginginkan untuk selalu hidup dan berkembang sesuai dengan perkembangan zaman dan bila perlu melebihi perkembangan zaman. Dengan demikian kami juga dari team **Jakarta Internasional Customer Service Institute (JICSI)** tidak henti hentinya melakukan perubahan kurikulum pelatihan kami dari waktu ke waktu terkait dengan topik pelatihan yang dibutuhkan oleh organisasi saat ini.

Perubahan dalam perilaku pelanggan tidaklah statis, melainkan terus berubah seiring dengan perkembangan tren dan teknologi. Oleh karena itu, perusahaan perlu memiliki sikap inovatif dan adaptif yang berkelanjutan dalam mengatasi perubahan ini. Mereka harus siap untuk berubah dan menyesuaikan strategi mereka sesuai dengan kebutuhan dan harapan pelanggan.

Oleh karena itu Sebagai lembaga pelatihan yang berpusat kusus pada layanan pelanggan yang pertama ada di Indonesia, kami telah mengembangkan sebanyak 242 judul pelatihan tahun 2025 yang dibutuhkan oleh para customer service profesional untuk perkembangan soft skill mereka di dunia kerja sehingga teman teman tidak akan tertinggal dengan perubahan zaman dan mampu beradaptasi dengan perubahan perubahan yang terjadi saat ini. Akhir kata saya Rudyanto HP Manullang Ph.D selaku CEO dan Founder dari **Jakarta Internasional Customer Service Institute** mengucapkan Selamat Tahun baru 2025 Semoga membawa kedamaian dan kebahagiaan bagi kita semua dan setiap langkah kita dipenuhi dengan keberkahan.

Semoga Tuhan selalu melindungi dan membimbing kita dalam setiap keputusan yang kita ambil dan selalu diberikan kekuatan untuk menghadapi segala tantangan dan semoga harapan-harapan kita di tahun baru ini menjadi kenyataan.

Salam Perubahan

Rudyanto HP Manullang Ph.D
CEO and Founder JICSI



15 Categories of Training Program 2025

35 *Topics*

GENERAL CUSTOMER SERVICE

25 *Topics*

CONTACT CENTER

07 *Topics*

MARKETING RESEARCH

12 *Topics*

LEADERSHIP FOR CUSTOMER SERVICE

06 *Topics*

BANKING, INVESTMENT, & INSURANCE

02 *Topics*

BUSINESS PROCESS

08 *Topics*

SOCIAL MEDIA

09 *Topics*

COMMUNICATION AND WRITING

04 *Topics*

GUEST RELATION OFFICER

11 *Topics*

PUBLIC RELATION

12 *Topics*

BUSINESS INFORMATION &
DATA MANAGEMENT

03 *Topics*

MINI MBA

18 *Topics*

PEOPLE DEVELOPMENT

50 *Topics*

HUMAN RESOURCE

31 *Topics*

PROCUREMENT, LOGISTICS AND
SUPPLY CHAIN MANAGEMENT

09 *Topics*

CORPORATE SECRETARY

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.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

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



Trust.

Kami percaya pada orang lain dan menjadi 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 ?



86 +
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



242
Topics Training

RECOGNICE & CERTIFIED BY



**Customer Service
Experience Association
Indonesia (CSEAI)**

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