



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Basic Customer Service Training

OVERVIEW



A customer is an integral part of an organization. We have often heard statements like “Customer is King” and “Customer is always right”. These show us that in these times that customers are really important and critical to run the business.

Any organization selling a product or a service is always selling to the end customer, the real key is to form that relationship and retain them. Customer service has been a crucial competency in organizations, these days, where each one is looking to enhance their skills of how we impress the customer and make them feel special.

Evolution in business has made customer service skills a leading differentiator as the lifestyle of people keeps changing and customers are looking for that extra and comfort. Earlier, we had customers being satisfied and content with the product, however today they want to look at the appeal, the style, the mannerisms, and the extra that they can get. It is the “Service” that acts as the differentiator here.

Customer service is about having the basic fundamentals of respect, listening, genuine interest, empathy, and showing sincere appreciation. It is the right moment to take the skills to the next level and cultivate our personality where you can convert your customers and keep them in the business.

Imagine, how would it be, when a customer is your customer for life and says that he would purchase the product or service only from you? Would it be absolutely fantastic? This program will make you do just that. It is about developing your relationship with the customer and going the extra mile.



Course Objectives

This program equips you to work on your skill to listen to the customer's needs, what they require and how to address their pain areas and thereby increase the customer satisfaction index. This program is up-skilling yourself and going that extra mile to work with the customer.

Upon completing this Basic Customer Service Training Program successfully, participants will be able to:

- Be equipped to understand the customer using a customer-focused approach
- Recognize the importance of customer service and the values required for it
- Be a proactive listener, apply the listening skills and empathize with the customer
- Interact with the customer using effective communication skills
- Ask questions using the Questioning Model
- Understand the customer expectations and work towards exceeding them
- Work on their body language and gestures in order to showcase a professional approach

TRAINING METHODOLOGY

This collaborative Basic Customer Service Training Program will comprise of the following training methods:

- Presentations
- Roleplays
- Group Discussions
- Lectures & Seminar Method
- Assignments
- Activities
- Polls
- Surveys
- Whiteboard interaction
- Case Studies & Functional Exercises





ORGANISATIONAL BENEFITS

Organizations wanting to make their customers feel special and important should look at nominating their employees for this program.

Companies who nominate their employees to participate in this Basic Customer Service Program can benefit in the following ways:

- Gain higher customer satisfaction from their consumer/end-user
- Have their employees work on their interpersonal skills
- Employees will focus on a more professional approach to interact with the customer
- Reduction in complaints from the customer
- The organization will be known for going the extra mile to support the customer

PERSONAL BENEFITS

An individual can benefit from this program in various ways only out of their willingness and participation. Individuals who participate in this Basic Customer Service Training Program can gain from it in the following ways:

- Know who the customer is and what do they expect?
- Understand how to interact with the customer and make them feel important
- Gain a clear understanding of self-awareness of our personality and the customer's personality and how we can adapt to serve better
- Get a detailed understanding of communication skills, body language and listening skills to interact with the customer and retain them for life
- Have a reduction in the complaints from customers and focus on customer satisfaction



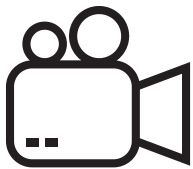


WHO IS THIS PROGRAMME FOR?

This Basic Customer Service Training Program would be suitable for anyone who is interacting with the customer and wants to cause their business to be known for excellent service.

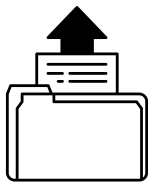
If you are interacting with a customer, these skills are a must in today's times. If you're an employee or a business owner, this program is for you. Because this program is designed for building a relationship with the customer, building your credibility and gaining their trust.

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Know your customer and create the foundation

Module 2 : Create a professional approach to interact with the customer

Module 3 : Create a vision

Module 4 : Listening Skills

Module 5 : Communication Skills

Module 6 : Body Language – Non-Verbal Communication

Module 7 : Enhance the Customer Service Experience

Module 8: Know your Personality Style

Module 9 : Recognize the different kinds of complaints and resolve them

Module 10: Excel at Customer Service



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute 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. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

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 selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

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

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





Jakarta International Customer Service Institute

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
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