



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



**Customer Service
Professional Development
Training Program**

OVERVIEW



The first link between a customer and the organization is a customer service professional. Whether it's a prospective customer walking in the store or a repeat buyer calling in to post a query, they are primarily greeted by a customer service professional or representative.

Imagine if the representative is unable to deliver the customer's request: they take too long to search for the product asked by the customer, fumble while providing the description and are half-informed about the terms and conditions of the product. This is going to leave the customer in a sour mood.

The chance of them making a purchase is going to reduce substantially along with the probability that they'll revisit. This is just one case where bad customer service leads to loss of sales. The absence of good customer service or the presence of bad customer service can break a business.

Good customer service leads to happy customers, positive reviews, favourable word-of-mouth and repeat sales. The question arises what makes customer service good or bad? Why do many organizations find good customer service so elusive and often fail to deliver it to their customers? The answer to this lies in the skills needed by customer service professionals to provide efficient customer service.

Customer service skills are proven crucial not only before sales and during sales but are equally important for after-sale activities. Competent customer service requires the interplay of adept communication, interpersonal and organizational skills within the customer service representatives.

How can sales team make long-lasting positive impression on the customer? What skills are needed to connect with the customer? How can the business effectively communicate business value to the customers? What are various tools that can aid in providing efficient customer service?

What skills are required to deal with difficult customers? How can the organization make customer service skills its core competency? To unravel these queries it is necessary to dwell deeply into the various nuances of customer service skills. An untrained customer service professional may do more harm than good. The need to instil within them most essentials of customer service skills cannot be ignored.

If done rightly a team of certified customer service professionals can prove to be Holy Grail for the success of any business. A customer service professional is the first step to customer satisfaction which ensures long-term customer loyalty for the organization. We introduced the Certified Customer Service

OVERVIEW



Professional Training Program as it is cognizant of the importance customer service professionals carry in an organization. The training program aims to drill much-needed customer service skills in its participants.

The program focuses on developing adaptability in its participants while dealing with customers, enhance communication and listening skills, use of positive language, and maintaining a calm

demeanour around customers. This training program is vital for all customer service representatives looking to develop a professional aura that will be necessary to inculcate durable relationships with customers and to generate repeat sales.



Course Objectives

The training program aims to advance customer service representatives into certified customer service professionals by fulfilling the following objectives:

- Develop skills of sensing the customer perspective and hence fulfilling their needs accordingly
- Timely identifying customer needs and expectations
- Ensure customer satisfaction through competent customer service and gain positive word-of-mouth recommendations
- Foster teamwork skills to deal with dynamic situations such as dealing with upset customers and handling complaints
- Cultivate empathy and positive approach to deal with customers even in difficult scenarios
- Acquire problem-solving skills that would help in generating win-win solution during conflicts
- Improve effective stress management and time management to productively maintain work-life balance
- Build and sustain a culture of customer centricity within the organization

TRAINING METHODOLOGY

- Interactive sessions and lectures
- Presentations
- Management games
- Role playing/modeling
- Case studies
- Group discussions
- Problem solving sessions





ORGANISATIONAL BENEFITS

Upon successful completion of the 'Certified Customer Service Professional Training Program' participants shall be able to benefit their organization in following ways:

- The organization will succeed in leaving a long-lasting positive impression on their customers with good interpersonal skills of their service professionals
- Enhancement of brand reputation as customer-centric company in the market thereby attracting more customers
- More active and productive sales workforce which will lead to employee satisfaction
- Enhanced emotional intelligence among sales force will help in building a loyal customer base
- Decrease in customer churning rate as organization will be able to retain more customers with efficient customer support
- Better identification of customer expectations and thus be more adept at serving the customers

PERSONAL BENEFITS

Successful completion of the 'Certified Customer Service Professional Training Program' will benefit the participants at a personal level in the following manner:

- Develop better communication and interpersonal skills
- Learn to deal with customers in a decisive manner which will in turn help them to timely achieve their sales target
- Discover ways to handle work related stress in a professional manner
- Develop a dynamic skill set that will help to stand out among peers
- Learn to inculcate within self a positive approach to deal with customers and not let customer's anger affect them personally

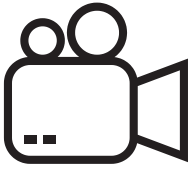




WHO IS THIS PROGRAMME FOR?

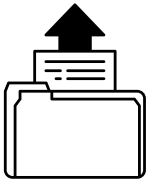
- Marketing professionals
- Sales professionals
- Customer support staff
- Customer relationship managers
- General managers
- Budding entrepreneurs and new business owners

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 : Understanding Basics of Customer Service

Module 2 : Developing Communication Skills

Module 3 : Developing Interpersonal Skills

Module 4 : Handling Complaints

Module 5 : Telephone and Online Etiquettes

Module 6 : Managing Stress and Time

Module 7 : Customer Service Techniques

Module 8 : Understanding Drivers of Customer Loyalty



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.



Jakarta International Customer Service Institute

Persyaratan

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

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

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Citragran Cibubur

Kantor 2

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