



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Internal Customer Service Training Course

OVERVIEW



Richard Branson quoted, "Take care of your employees, and they will take care of your business". What he really meant was to engage with your internal customers and keep them happy in order to engage the workforce and get the business going.

Communication and Collaboration are the key ingredients of getting the task done well in an organization. When you are looking for outstanding workplace culture, internal customer service is the thing to look at. A productive environment to work in an enjoyable workplace is driven by none other than the effective internal customer service.

Why is Internal Customer Service important? It is said, treat them the way you would like them to treat you. What matters is the respect and kindness which is shown to the others that creates an environment of trust and cause positive results as a team. The customer satisfaction index that we wish to achieve with our external clients can only happen if the internal customers are happy and fulfilled.

If you were wondering why is the attrition rate high? Maybe this is the time to go and check with your internal customers, how they would like to be treated differently? People spend most of their time at work and it's known as a second home. It is now that we need to take a pause and check for clarity.

This training course will empower you with the opportunity to develop and enhance the internal customer service skills of going the extra mile which is critical for the internal customer.



Course Objectives

In the Internal Customer Service Training Course, we focus on building teams with members in the organization who work together as one big team. People who appreciate other members for the support they receive and also reach out to help others in the tasks, that is the kind of approach organizations look for. Internal customer service is about collaboration and cooperation with giving respect and showing the right amount of kindness and compassion towards others.

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

- Know the importance of internal customer service
- Deliver good internal customer service and create better relationships
- Have a better environment to work together
- Have a collaborative approach
- Have reduced complaints and ego hassles with other members
- Assertively communicate and create a win-win situation
- Create happy internal customers in the organization

TRAINING METHODOLOGY

This collaborative internal customer service training course will comprise of the following training methods:

- Presentations
- Role plays
- Group Discussions
- Lectures & Seminar Method
- Assignments
- Activities
- Polls
- Surveys
- Whiteboard interaction
- Case Studies & Functional Exercises
- The program structure is a detailed and interactive session, following a two-way communication, we work with the participant to confirm that they are able to get a practical experience of how to interact with the internal customer.





ORGANISATIONAL BENEFITS

Organizations who want their team members to be compassionate, patient, respectful, and are looking to create a positive working environment for all the team members, got to look at nominating their team members for this program.

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

- Create collaboration and teamwork within the teams
- Ensure communication is effective and concepts are explained with great clarity
- Have the employees interact with compassion and empathy
- Learn to be proactive towards other requirements and support each other
- Support the team members to understand the importance of their internal customer
- Understand how impactful it is to work with a dissatisfied internal customer
- Decide how quickly the profits can increase when there is right communication, teamwork and collaboration in teams
- Build a win-win within the teams

PERSONAL BENEFITS

An individual who aims to achieve high and excel at their workplace, need to know that leadership is about taking people along. We can never reach the top alone. Thus, this training is to work together with the internal customers and also get the tasks done internally.

So, if you have been haggling to get the deadline met with the other department and want to achieve the goals effectively and efficiently, then this program is just for you. This is an opportunity to create better relationships and assertively also get the task done with peers.

If you're working in an individual capacity or an internal stakeholder, you will always require to work and interact with people and this program will help you with the opportunity to learn new skills for better internal customer service.

Individuals who participate in this Internal Customer Service Skills Training Program can gain from it in the following ways:

- Learn the value of respect and compassion for peers and self
- Develop communication skills and assertiveness
- Proactively complete tasks and support peers
- Get task completed within the deadline with the support of team members
- Have team members say a yes-yes immediately to work with you
- To give constructive feedback and empathise with team members
- Learn ways for exceptional internal customer service which is based on interdepartmental communication and cooperation
- Understand the barriers to customer service and effectively work with internal customers





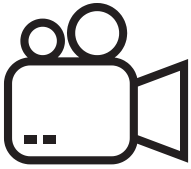
WHO IS THIS PROGRAMME FOR?

This Internal Customer Service Training Program would be suitable for anyone who is interested in working towards enhancing productivity and growth. This program helps you to create a win-win in the organization and have team members work together in collaboration with cooperation.

If you are someone who interacts with other individuals in the organization and share work goals, then this program is definitely for you. We all share goals, tasks, timelines, and this workshop will help you to get your tasks accomplished amiably.

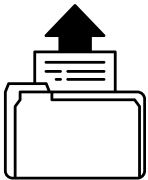
So, it doesn't matter if you are from HR, IT, Finance or Marketing or work in the capacity of an individual contributor. You will always need to interact with your team or other teams to get a task done as we do not work in isolation.

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 the Internal Customer and internal customer service

Module 2 : Internal Customer Service Values

Module 3 : Listening Skills: Generate Empathy

Module 4 : Communication Skills

Module 5 : Handling emotions

Module 6 : Agree to disagree amiably

Module 7 : Body Language – Non-Verbal Communication

Module 8 : Responsibility and Responsiveness

Module 9 : Handling Complaints



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
email: **marketing@jicsi.co.id**

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