



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



**Sales and Customer
Service Training
Course**

OVERVIEW



86% of the customers stop purchasing products or a service from an organization due to a bad experience. Well, it makes no difference how great a company you are or how great the product you sell. What matters is to keep the customer happy. If the relationship is not created and if the service is poor, then you are so sure to lose the business and have an unhappy customer.

A friend recently shared this incident with me, she said, "I recently had an experience with an organization, where the organization had an amazing application set up, where they delivered goods at your doorstep, however, the logistics team kept delaying orders and hence the customer got tired of following up for refunds and cancelled orders, which ended up for the customer to move their base to use another application to use their goods.

What's the advantage of having a combination of Sales and Customer Service? Remember, **good customer service is always a revenue generator. Customers expect not only the sales but also expect the service to be up to the mark.**

The good news for you is that in today's times it is not difficult to turn things around. Customer exactly knows what they want, and it is this new lifestyle and way of being treated that can be learnt right in this workshop.

What is important is to transform your customer service from mediocre to awesome. Yes, it won't happen over-night, yet it is a skill that can be learnt. The right combination of sales and customer service in the attitude is like the right match just like the combo of salt and spice in your favourite dish. What is important is to delight customers and engage them in exciting ways.

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



Course Objectives

In the Sales and Customer Service Training Course, we focus on creating committed individual with the right attitude for service and also going the extra mile for delivering results and exceed expectation with the right selling skills.

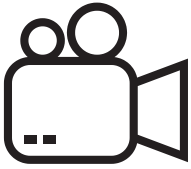
Good sales and customer service person have certain key qualities which are important to be learnt to build trust and credibility. A customer service sales team member in this workshop develops the expertise to grow the business by developing leads.

They recommend products and services and also attend to the needs in a manner where they can deal with the anticipated concerns and manage them. The representative here would also be trained to upsell and cross-sell to retain the customer.

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

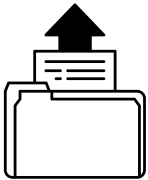
- Know the importance of customer service
- Deliver good customer service and make it a revenue generator
- Deal with the complaints and find resolutions
- Create happy customers and retain them
- Make it easy to cross-sell and up-sell
- Identify buyer motives and close more sales
- Do compelling selling presentations
- Create a win-win approach with the customer
- Produce respect and genuine interest for the customer
- Create a solution-based pitch and understand the customer requirements

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**





WHO IS THIS PROGRAMME FOR?

This Sales and Customer Service Training Program would be suitable for anyone interested in retaining the customers for a lifetime. The sales professional who interacts with the customer not only to sell but also to give the right service. Create customer loyalty and wants to cause their business to be known for excellent service.

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

TRAINING METHODOLOGY

This collaborative sales and 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

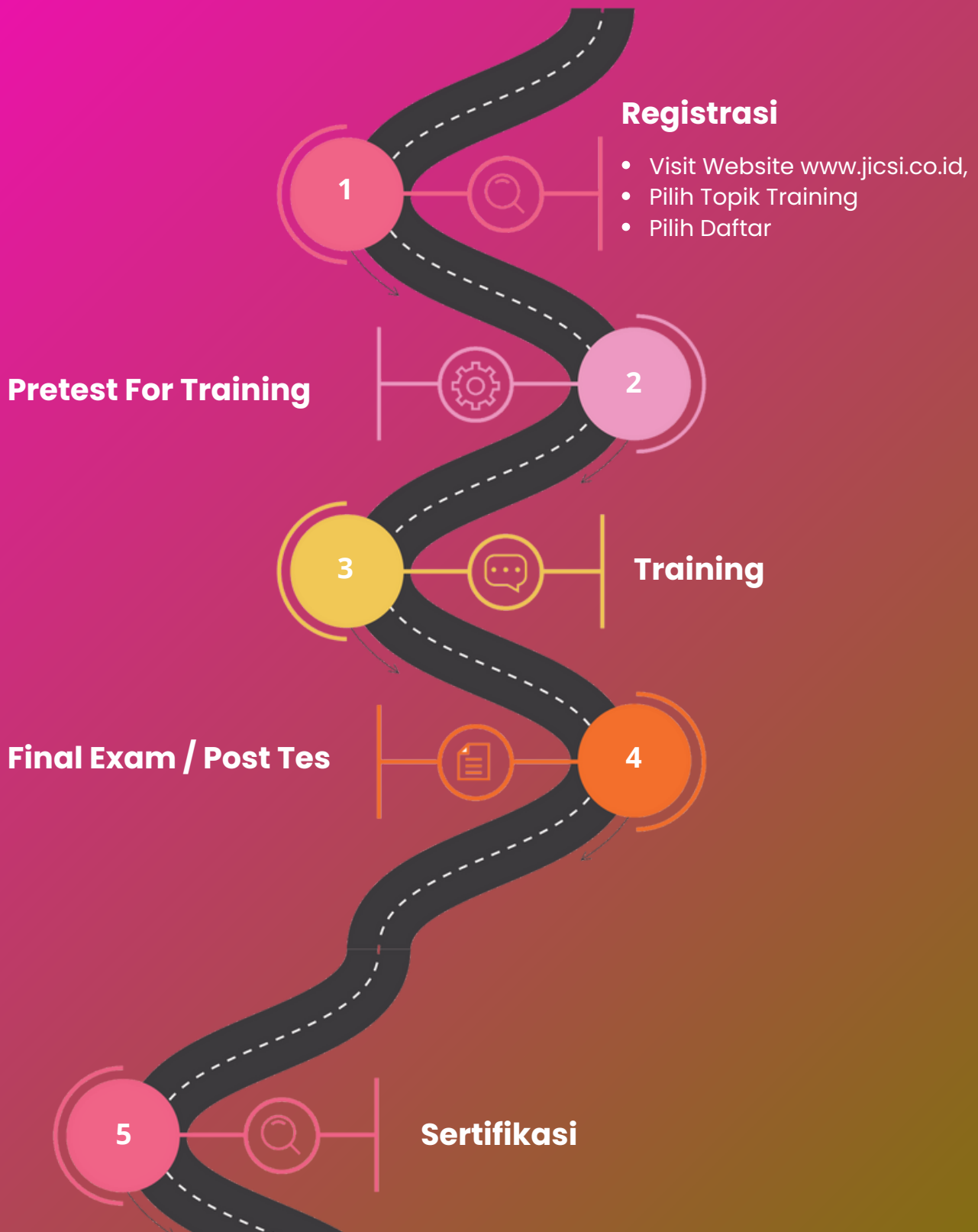
- Organizations that want to make their customers feel special and important should look at nominating their employees for this program.
- Companies who nominate their employees to participate in this Sales and Customer Service Skills Training Program can benefit in the following ways:
- Create good customer service and a personalized approach with a human touch
- The organization shows to the customers they are cared for through the ICARE model
- Considers an opportunity to grow their business
- Creates competent sales and customer service personnel
- Believes in a professional approach towards their customers
- Builds a strong knowledge of the company and products
- Increase the sales of the organization
- Is proactive in dealing with the conflicts and complaints of the consumers
- Employees will be responsible for connecting and partnering with the customer and create a win-win
- The organization will be known and recognised for going the extra mile to support the customer

PERSONAL BENEFITS

- An individual who thinks s/he knows how to attend to the customer, wants to go beyond just the basic skills of customer service. This program is about excelling at the selling skills and go expand on his customer engagement. This is an opportunity to master the art of sales & customer service.
- An individual can benefit from this program in a variety of ways only out of their willingness and participation.
- Individuals who participate in this Sales and Customer Service Skills Training Program can gain from it in the following ways:
 - Learn the top customer service skills and values
 - Cultivate and Develop the attitude of respect and customer service
 - Be a revenue generator for the organization by learning the right selling skills using customer service
 - Proactively manage the needs of your customer
 - Make your customer feel important and do it right the first time
 - Learn to cross-sell and upsell to your customers
 - Have a reduction in the complaints from customers and focus on customer satisfaction



LEARNING JOURNEY



MODULES

Module 1 : Customer Service Values

Module 2 : Is it Customer service vs sales or Customer Service & Sales

Module 3 : Putting Customer First

Module 4 : Art of Persuasion

Module 5 : Outstanding Service

Module 6 : Identify Buyer Motives to Close More Sales

Module 7 : iCare for Sales Excellence



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**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M:0858-833-833-83

E:marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

