



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

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



Telephone Customer Service Training

OVERVIEW



With the current times, and people working from home, digital and telephone interaction has increased tremendously. This is the time to improve our telephone customer service skills. What's critical is that every customer calling you and your organization be made special and given that extra treatment where s/he feels that they are interacting with an organization who is professional and values their customers.

Using the telephone to communicate is the most preferred way to establish customer contact. The call centres are flooded with queries and calls. It is so important to know how to receive calls, make the call, what is the first thing to say and create that positive first impression with the very first sentence.

There are many times when the customer deals with their own moods and upsets and reflects it on the customer service executive who has made the call, this program looks at how does one deal with the difficult conversations and leaves the customer with a smile.

This training course will inspire you to go beyond your capacity to support your customer even though the interaction is not faced to face. You would learn how to make a professional phone call, understand the requirement, use your vocals to advantage and display a positive attitude when you speak.



Course Objectives

The telephone customer service program trains you to understand the importance of customer service and telephone etiquettes. It looks at how to have make the first impression and showcase the genuine interest to gain credibility even on the telephone. The program focuses on gaining confidence and enhanced conviction when answering the phone.

Upon completing this telephone customer service training program successfully, participants will be able to:

- Speak to the customer on the telephone with enhanced confidence
- Build a positive first impression on the phone
- Show a keen interest in building an image of a supportive and helpful customer service representative
- Learn how to show genuine interest and provide quality service on the phone
- Display a professional self-image when interacting over the phone
- Gain mastery over a professional and calm voice which helps in building credibility
- Assertively be able to say No when required over the phone
- Deal with questions and learn to respond to questions effectively over the phone
- Master ways to deal with difficult and irate customers in a professional manner

TRAINING METHODOLOGY

The Telephone Customer Service Training will be conducted in a collaborative manner and will comprise of the following training methods:

- Role Plays
- Group Discussions
- Presentations
- Assignments
- Lectures & Seminar Method
- 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 participants to ensure they are able to get a practical experience of how to interact with their customers.





ORGANISATIONAL BENEFITS

- Organizations who want to develop the skills of their employees in interacting with the customers and want them to be sensitive to the customer's requirements. Also, Organizations who want their customers to be treated well over the phone and aspire to showcase their employees as sound professionals should nominate their employees for this program.
- Companies who nominate their employees to participate in this Telephone Customer Service Program can benefit in the following ways:
 - Have their employees build the right attitude when interacting with the customer over the phone
 - Have the right tools of telephone customer service skills
 - Gain higher customer satisfaction from the end consumer
 - Have customers say that the customer service representative was a delight to speak to
 - Have employees demonstrate a focused professional approach to interact with the customer over the telephone
 - Responsive employees who interact with customer in an empathetic manner

PERSONAL BENEFITS

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

- Prepare before making that phone call to the customer
- Make a positive impression with the customer over the phone
- Be able to create an enriched customer relationship over the phone
- Understand how to interact with the customer and make them feel important over a phone call
- Gain high level of listening skills
- Learn professional telephone communication skills



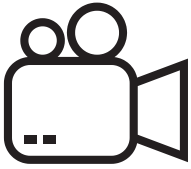


WHO IS THIS PROGRAMME FOR?

This Telephone Customer Service Training Program is ideal for:

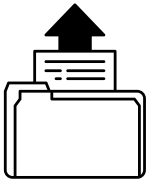
- Anyone working in the customer service industry
- Employees working in the call centre and BPO industry
- People working as customer service representatives and part of different customer service departments
- Anyone who interacts with customers over a telephone
- Anyone who is keen on enhancing their communication and customer service skills on the phone
- Anyone who wants to learn how to attend to customers professionally on the phone
- This telephone Customer Service Training Program would be suitable for anyone who is interacting with the customer on the phone and wants to ensure their business is known for excellent service.
- These challenging times call us to do business on the phone and the next new normal for all organizations will be work from home and digital interaction with the customer. If your role is to interact with customers, then this program is a must attend as it helps you build your image over the telephone.

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**



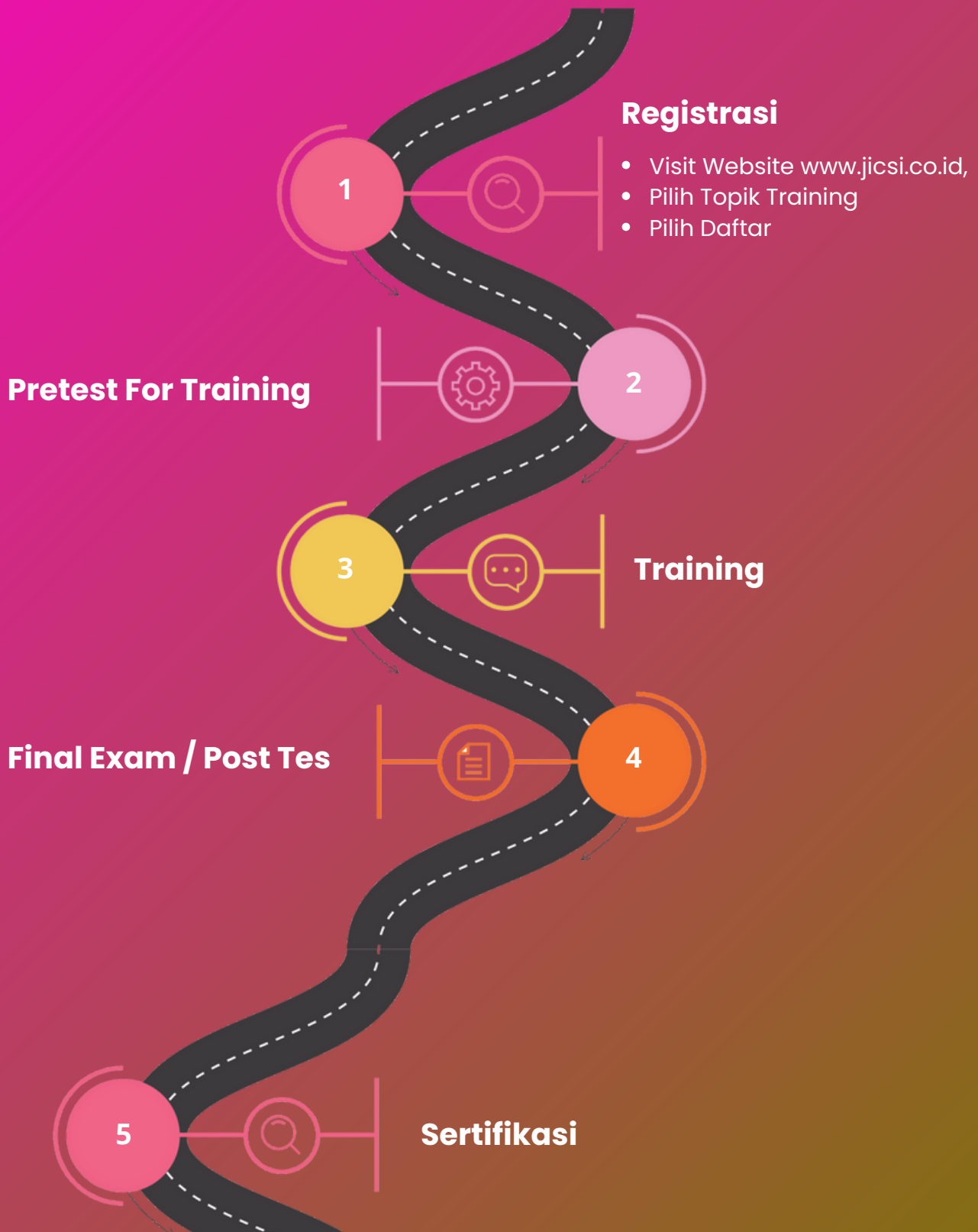
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Know your customer and create the foundation

Module 2 : Qualities required for a Good Telephone Interaction

Module 3 : Communication Skills

Module 4 : Listening Skills

Module 5 : Voice Modulation

Module 6 : Trust, Credibility, Respect

Module 7 : Questioning

Module 8: Deal with difficult customers

Module 9 : Deal with the smaller aspects with bigger results

Module 10: Closing the Call



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

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