

Dear Valued Client,

Greetings from Business Maker Academy, Inc.----a training center for business, finance, human resources & leadership that has served more than 150,000 clients since 2003 and is an accredited learning institution of the Civil Service Commission (CSC) & PHILGEPS.

You are cordially invited you to attend our training program on:

CUSTOMER COMPLAINT HANDLING

Date: _____
Time: _____

Attached below are the Registration Form & the Course Brochure. We look forward to a fun and rewarding learning experience with you. Feel free to contact us for any questions or clarifications.

Thank you very much,
BMA Management

REGISTRATION FORM

Please submit via: Email to info@businessmaker-academy.com | Viber: (0912) 2231826

Booking Officer Name: _____
Position: _____
Company: _____
Company TIN: _____
Industry: _____
Tel No: _____
Cel No: _____
Email Address: _____

Total Number Attendee(s) for Enrollment: _____
Note: Please indicate full name below:

Attendee 1: _____
Cel No: _____
Email Address: _____

Attendee 2: _____
Cel No: _____
Email Address: _____

Attendee 3: _____
Cel No: _____
Email Address: _____

Attendee 4: _____
Cel No: _____
Email Address: _____

Attendee 5: _____
Cel No: _____
Email Address: _____

(More than 5 participants, pls attach extra sheet)

Would you like to request for billing statement? Yes No
How did you find us? _____
Use Promo Code: _____

ENROLLMENT DETAILS

SCHEDULE:

- Pls visit <https://businessmaker-academy.com/training-schedule/>

WEBINAR:

- Duration: 1 session x 4 hrs.
- Time: AM Sched: 8:30am to 12:30pm
PM Sched: 1:30 to 5:30 pm
- Venue: Zoom

SEMINAR:

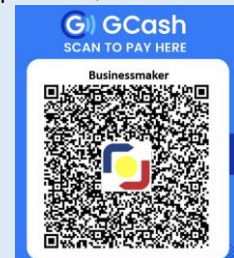
- Duration: 1 day x 8 hrs
- Time: 9am to 5pm
- Venue: 1503A West Tower, Tektite Bldg, Exchange Rd., Ortigas Center, Pasig City Philippines

TRAINING FEE:

- Webinar Fee = Php 2250+VAT
- Seminar Fee = Php 4250+VAT

MODE OF PAYMENT:

- Bank Deposit:
Account: Business Maker Academy, Inc.
BPI SA# 4013-0306-64
BDO SA# 000-280-622-422
Landbank CA# 3732114830
- Paypal: pls contact us
- Dragonpay: pls contact us
- Gcash: pls use QR code below



BUSINESSMAKER ACADEMY & HR CLUB PHILIPPINES

**CUSTOMER COMPLAINT
HANDLING****WEBINAR + SEMINAR**
www.businessmaker-academy.com**CUSTOMER COMPLAINT
HANDLING****“How to Deal with Customer Complaint
& Difficult Situations”****Seminar:** 1 day x 8 hrs. (total of 8 hrs)**Webinar:** 1 session x 4 hrs. (total of 4 hrs)**COURSE DESCRIPTION:**

Irate or Anxious Customers come to us because their needs are not met. They provide us with an opportunity to assess and improve our service and customer relationship. This course prepares participants to gracefully deal with difficult or irate customers and handle challenging situations. It provides guidelines and practice scenarios for common customer complaints. Moreover, it helps you create a system for emergencies as well as spiels for your most common customer concerns. Learn to turn customer complaints into customer relationship-building opportunities.

WHO SHOULD ATTEND:

Customer Service Representatives, Receptionists and Telephone Handlers, Front-liners, Marketing & Sales Practitioners, Sales Representatives, Store Clerks, Cashiers and all employees who deal directly with customers and want to keep them satisfied.

PERFORMANCE OBJECTIVES:

Upon completion of this workshop, participants should be able to identify common causes of customer complaints, find ways and means to deal with these issues and work with their coworkers or other departments to prevent or resolve customer issues for better customer satisfaction.

LEARNING OBJECTIVES:

By the end of this course, the participants shall be able to:

- Assess the most common customer complaints encountered by customers
- Use helpful techniques in identifying, solving, and troubleshooting customer issues
- Deliver genuine apology on behalf of the organization and manage emotions
- Work with other departments to prevent future complaints & provide solutions for customer concerns

COURSE TOPIC HIGHLIGHTS:

1. Complaint Handling as a Strategic Business Tool
2. Levels of Complaints: Surface & Deep Level Message
3. Negative Impact of Poor Customer Complaint Handling
4. Top 10 Causes of Customer Complaints
5. Customer Complaint Assessment
6. Working Through Complaints
7. Types of Difficult Customers
8. Problem Solving Techniques
9. Troubleshooting Techniques
10. How to Deal with Difficult Customer Situations
11. Handling Customer Complaints
12. Responding to Complaints on Social Media Platforms
13. Delivering a Genuine Apology
14. Working with Other Departments to Solve Customer Concerns
15. Preventing Future Customer Complaints

TRAINING INCLUSIONS:

- Live Webinars are conducted via Zoom and includes eCertificate of Completion. Printed Certificates may be requested with minimal processing fee of Php100 plus shipping fee.
- Live Seminars are conducted at BMA Training Center and includes: Certificate of Completion, Seminar Kit, Meals and Drinks. Plus: non-transferable one-time refresher seminar session within one year.

BUSINESSMAKER ACADEMY & HR CLUB PHILIPPINES

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