

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 COMMUNICATION SKILLS TRAINING

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

SEMINAR:

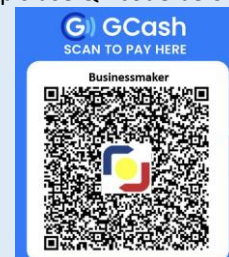
- Duration: 2 days x 8 hrs
- Time: 9am to 5pm
- Venue: 1503A West Tower, Tektite Bldg, Exchange Rd., Ortigas Center, Pasig City Philippines

TRAINING FEE:

- Webinar Fee = Php 4500+VAT
- Seminar Fee = Php 8500+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 COMMUNICATION SKILLS TRAINING

“How to Communicate and Interact with
Clients to Enhance the Customer
Experience”

Seminar: 2 days x 8 hrs. (total of 16 hrs)

Webinar: 2 sessions x 4 hrs. (total of 8 hrs)

COURSE DESCRIPTION:

The ability of customer representatives and frontliners to communicate can enhance or worsen your customers' experience. This training aims to provide participants with principles, guidelines, tools and practice scenarios to ensure that customers are listened to and accommodated properly. Gain confidence in handling customers through effective verbal and written communication.

WHO SHOULD ATTEND:

Frontliners, Customer Service Representatives, Sales Teams, Sales Support Officers, Technical Support Officers, BPO or Call Center Agents, or any person who communicates and directly deals with customers on a regular basis.

PERFORMANCE OBJECTIVES:

Upon completion of this workshop, participants should be able to enhance the customer experience by communicating effectively and giving helpful information to assist customers when transacting with the organization.

LEARNING OBJECTIVES:

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

- Identify communication skills needed for better customer service
- Align communication style with the company image
- Inspect customer communication channels, touchpoints & pain points to improve the customer experience
- Uncover customer needs using listening & reading comprehension skills
- Speak and handle local & foreign customers more confidently
- Practice correspondences & etiquette in written communication

COURSE TOPIC HIGHLIGHTS:

1. Identifying Good vs. Bad Customer Communication Practices
2. Benefits and Challenges in Customer Communications
3. Self-Assessment
4. Aligning Your Communication Style with Your Company's Image
5. Identifying Channels and Touchpoints for Customer Communications
6. Preventing Common Customer Communication Pain Points
7. Communication Styles of Customers
8. Developing Your Listening Skills
9. Developing Your Reading Comprehension Skills
10. Verbal Customer Communication Skills Enhancement
11. Building Your Confidence in Communicating and Handling Local & Foreign Customers
12. Practice-Speak for the Workplace
13. Written Customer Communication Skills Enhancement
14. Essentials of Business Writing & Online Etiquette
15. Tools of the Trade

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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