

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:

SERVICE DELIVERY: EASE OF DOING BUSINESS

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

Businessmaker[®]
ACADEMY

**SERVICE DELIVERY:
EASE OF DOING BUSINESS**



WEBINAR | SEMINAR
www.businessmaker-academy.com

SERVICE DELIVERY: EASE OF DOING BUSINESS

**“How to Improve Your Service Delivery
Process and Customer Communications
for Better Customer Experience”**

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

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

COURSE DESCRIPTION:

Great Customer Service can be achieved when the whole organization has an aligned service culture focused on providing customers with ease of doing business with the organization. This Intermediate Customer Service course guides the participants in identifying customer pain points or bottlenecks and finding solutions for these. Through this course, participants will also learn how to communicate better with the customer, their teams and other departments who need to work together to deliver the service or solution that the customer needs.

WHO SHOULD ATTEND:

Frontline Customer Service Representatives, Customer Service Department Managers, Supervisors, Officers, Support Service Department Personnel and any employee who provide service to customers.

PERFORMANCE OBJECTIVES:

Upon completion of this workshop, participants should be able to provide better customer experience by communicating better with their team and their customers, setting expectations, guiding and assisting customers in getting stress-free service.

LEARNING OBJECTIVES:

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

- Comprehend the significance of ease of doing business and its impact on the organization
- Identify customer pain points or bottlenecks and find workable solutions for better service delivery
- Employ communication strategies to improve ease of doing business
- Present solutions to common service delivery issues

COURSE TOPIC HIGHLIGHTS:

1. Service Delivery Framework & Culture
2. Principles of Ease of Doing Business
3. Service Delivery Assessment
4. Customer Service Assessment Metrics
5. Identifying Customer Touch Points
6. Identifying Customer Pain Points & Service Bottlenecks
7. Sphere of Control & Influence
8. Addressing Customer Pain Points through Service Design Thinking
9. Service Delivery Communications
10. Frontline Customer Communications
11. Team Communications
12. Inter-Department Communications
13. Systematic Customer Communications
14. Service Delivery Action Plan
15. Common Issues in Service Delivery
16. Finding & Presenting Solutions for Management Approval
17. Listening to Stakeholders' Feedback
18. Next Steps: Applying Service Delivery Lessons at Work

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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