Businessmaker® ACADEMY

TRAINING INVITATION

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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:

ADVANCED CUSTOMER SERVICE & 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: 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
Suites 1606B & 1607A West, Tektite Towers, Exchange Road, San Antonio Ortigas Center, Pasig City, Philippines
Tel: +632 86874645, +632 86873416 ▪ Cel (0917) 6372471, (0912) 2231826 ▪ info@businessmaker-academy.com
www.businessmaker-academy.com ▪ www.hrclubphilippines.com

Businessmaker® ACADEMY

TRAINING INVITATION



ADVANCED CUSTOMER SERVICE & COMPLAINT HANDLING

"Strategies for De-escalating & Resolving Customer Issues"

Seminar: 2 days x 8 hrs. (total of 16 hrs)
Webinar: 2 sessions x 4 hrs. (total of 8 hrs)

COURSE DESCRIPTION:

Handling customer complaints day in and day out is demanding—mentally, emotionally, and physically. It requires resilience, emotional intelligence, and the ability to stay calm under pressure while processing information and finding appropriate solutions to de-escalate problems for the customer. This Advanced Customer Service and Complaint Handling training program is designed to equip professionals with the skills and strategies to manage complex customer issues with confidence, empathy, and professionalism. Participants will learn to handle challenging interactions, understand customer psychology, and ensure resolution consistency.

WHO SHOULD ATTEND:

This course is ideal for customer service professionals, team leaders, supervisors and frontliners who handle complex complaints and want to enhance their conflict resolution and communication skills or for those seeking to build resilience and emotional intelligence in high-pressure customer interactions.

PERFORMANCE OBJECTIVES:

Upon completion of this workshop, participants will be able to use their emotional strengths for conflict resolution, apply advanced communication techniques to de-escalate challenging situations, and implement best practices for documenting and handover processes to ensure resolution continuity.

LEARNING OBJECTIVES:

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

- Analyze emotional & mental skills needed for effective complaint handling
- Identify and relate to the root causes of complaints
- Apply collaborative listening and problem-solving techniques to resolve issues
- Demonstrate communication techniques to de-escalate conflicts and document resolutions
- Maintain consistency in customer service standards during callbacks and handovers

COURSE TOPIC HIGHLIGHTS:

1. Understanding Yourself & Customer Conflict Resolution
2. Emotional & Mental Strengths to Develop
3. Complaint Handling KPIs We Are Graded On
4. Effects of Good & Bad Customer Conflict Resolution
5. Understanding the Types of Difficult Customers and the Root of Complaints
6. Anatomy of a Complaint
7. First Call Resolution Realities – Removing Bottlenecks
8. Collaborative Listening & Problem-Solving
9. Documenting, Handovers, and Resolutions
10. Customer Complaint Handling Clinic
11. Verbal Communication & De-escalation Techniques
12. Written Communication & Handover for Resolution
13. Consistency in CS standard for Call-backs & Handovers on Unresolved 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.

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