

Date : 21 - 22 September 2022

Time : 8:30am - 5:30pm

Venue : TBA



LIMITED SEATS  
AVAILABLE

# A COMPLAINT is a GIFT

## Course Overview

Customer complaints highlight key areas where a product or service requires improvement. Complaints allow room for open discussion to find solutions to the problem. Frontliners need to be equipped with the necessary knowledge to handle complaints effectively and efficiently.

This programme aims to equip participants with the knowledge of handling complaints with the utmost professionalism.

## Course Objectives

- To understand the different types of customers.
- To understand why certain customers' complain while others do not.
- To understand emotional hijacking and the common reactions to complaints.
- To develop empathy when listening to customer complaints.
- To learn various techniques of effective service recovery.
- To learn how to create partnership with customers to solve their problems efficiently.

## Course Outcomes

As a result of attending this course, participants will be able to:

- Handle the different types of customers more effectively.
- Express appreciation to the customers who does complain.
- Overcome stress and manage emotions better.
- Empathetically handle complaining customers.
- Handle customer complaints effectively using the GIFT formula.
- Use partnership language to efficiently solve customer problems.

## Target Audience

All levels of front-line staff

## Course Duration

2 Day ( 7 hours )

## Training Methodology

Group discussions and activities  
Role Plays / Case Studies  
Videos  
Lecture/Presentation

RM **2,600**

CCAM Member

Excluding 6% sst

RM **3,000**

NON - Member



## Trainer

### Rajeswari Thanapalasingam | Senior Consultant

Rajeswari Thanapalasingam is a dynamic and versatile personality who has more than 35 years' of experience in Banking and Training. She has crafted a niche in providing practical, interactive and fun-filled activity-based workshops to the corporate sector. She is passionate and real and participants love the candour and enthusiasm she brings to the fore. Her main objectives are to encourage fast paced thinking and solutions, introduce creative techniques and encourage innovative ideas. She has experience training in both local and international arenas which include Singapore, Indonesia, Thailand and Oman. Rajeswari is born in Malaysia of Sri Lankan descent and is conversant in English, Malay and Tamil.



- Emotionally Intelligent Leadership
- The Power of Influence
- Human Side of Quality
- Customer & Client Service Excellence
- Sales Training & Sales Management
- Sales Coaching

- Sales Coaching
- HRDF Approved Panel Trainer
- Diploma in Management (MIM)
- TACKTMI accredited trainer