

WEBINAR: Complaints Management



Overview

Handling complaints is critical. No matter how well you run your business, you'll eventually face unhappy customers. Handle these critical situations well to preserve your reputation and ensure business continuity

Accept criticisms you get from customers, as opportunities to strengthen relationships and gain other business opportunities

Objectives

- To be able to deal with customer complaints effectively
- To be able to improve customer retention and help the organization gain a reputation for providing good service
- To be able to use proper channels to better handle complaints

Who Should Participate

- Customer Service Representatives
- Supervisors
- Managers
- Receptionists

Key Topics

- I. Causes of complaints
- II. Types of complaints
- III. How to handle:
 - A. Online Complaints (Social Media)
 - B. Over the Phone
 - C. Verbal Face to Face Complaints
 - D. Written Complaints
- IV. Workshop

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Website: www.businesscoachphil.com

Duration

- 3 hours

Webinar Fee

- Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

Reservation

- Please call to register (0915.205.0133|0908.342.3162 | 0933.584.7266| (02) 8.727.5628) or use the registration form below. Kindly fill-out and email to businesscoachphil@gmail.com. You will receive a confirmation within 48 hours.

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