

# WEBINAR: Customer Service Training



## Overview

Customer service is probably the most overlooked area of improvement. All of us have, at one time or another, suffered from poor customer service. The lost revenue from a dissatisfied customer is hard to estimate since the person may tell a hundred more people not to patronize your establishment. The seminar teaches many ways to radically upgrade your current customer service standards.

## Objective

- To learn various techniques to improve your customer service.

## Who Should Participate

- employees in contact with customers
- managers
- business owners

## Key Topics

- I. Customer service defined
- II. Importance of customer care
- III. Types of customers and their expectations
- IV. Meet and greet techniques
- V. Handling customer complaints professionally
- VI. Customer delight and loyalty

Reserve now! Call us at:

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Mobile Numbers: Globe: 0915-205-0133 / Smart: 0908-342-3162

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Website: [www.businesscoachphil.com](http://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](mailto:businesscoachphil@gmail.com). You will receive a confirmation within 48 hours.

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- Kindly email deposit slip or screen capture of payment details (indicate name of participant and seminar title) to confirm reservation.

### Register Now! (Limited Slots Available)



Webinar Title \_\_\_\_\_

Date \_\_\_\_\_

Participant \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email \_\_\_\_\_

Participant \_\_\_\_\_

Mobile Number \_\_\_\_\_

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Participant \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email \_\_\_\_\_

Participant \_\_\_\_\_

Mobile Number \_\_\_\_\_

Email \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

TIN \_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Landline \_\_\_\_\_

Mobile Number \_\_\_\_\_

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