

How to Handle Difficult Customers

Overview

Customers are vital because they generate a company's revenue. Without customers, there would be no business. This seminar focuses on the techniques of managing customers even if they are difficult to handle. Techniques to convert them into satisfied customers will also be presented.

Objectives

At the end of the session, the participants will be able to:

- recognize difficult customers in the early stages to prevent significant issues and minimize disruption
- identify how to handle customer complaints to transform them into satisfied customers
- learn what to expect from customers when they make complaints
- learn and apply the importance of keeping the customers satisfied

Who Should Participate

- Customer Service Representatives
- Front liners
- Team Leaders
- Business owners

Key Topics

I. Introduction

- a. Who are your customers?
- b. What motivates purchases?
- c. To what extent is the customer always right?

II. Nine (9) types of difficult customers and how to handle them

III. Additional handling techniques

- a. Start with a positive attitude
- b. Allow the customer to vent
- c. Show empathy
- d. Establish you understand
- e. Solve the problem with the customer

IV. Develop self-awareness and self-regulation

- a. How to communicate
- b. Avoiding trigger phrases

V. Needs of the customers when they complain

VI. Workshop

Reserve now! Call us at:

Tel. (02) 8.727.56.28 / (02) 8.727.88.60

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

/ Sun: 0933-584-7266

Website: www.businesscoachphil.com

Time

- 9:00 am - 4:00 pm

Venue

- Unit 705-D Atlanta Centre, 31 Annapolis St., Greenhills, San Juan City, Metro Manila

Schedule

- Please check our website, or you may call any of our customer representatives.
- Schedule may change without prior notice. Please call to confirm. BusinessCoach, Inc. is not liable for any expense incurred by seminar registrant resulting from cancellation of any of its events.

Seminar Fee

- Php 4,000.00 per participant (inclusive of snacks, lunch, seminar kit, handouts, certificate of attendance)

Why Choose BusinessCoach Inc. - VALUE!

1. The small number of participants allows proper learning; just like having your own consultant at a bargain price!
2. Exit surveys from our seminar attendees show the average rating of our resource speakers are from very good to excellent!
3. We offer the most diverse seminars and workshops.
4. We make sure that our trainers provide the most significant and useful information.
5. Our customers keep coming back, while the others give us numerous referrals.
6. We have trained over 100,000 professionals, and counting!!!

Discount

- Php 500.00 Discount if FULL AMOUNT is paid at least five (5) banking days before the event.

Reservation

- Please call to register or use the registration form below. Kindly fill-out and send to us through fax (8.727.8860 or 8.727.5628) or email. You will receive a confirmation within 48 hours.

Mode of Payment

- Deposit/Transfer cash payment to Banco de Oro:

Savings Account Name: BUSINESSCOACH, INC.
Savings Account Number: 00235-003-71-22
- 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)



Seminar Title _____

Date _____

Name/s of Participant/s _____

Company Name _____

Address _____

TIN _____

Contact Person _____

Designation _____

Landline _____

Mobile Number _____

Email Address _____

(You may use a separate sheet for additional registrations)

*Kindly fax to (02) 8.727.5628 or (02) 8.727.8860, or email form to businesscoachphil@gmail.com