

TRAINING & DEVELOPMENT TITLE	<b>CUSTOMER CARE SERVICE SKILL COURSE</b>
<b>PROGRAMME OVERVIEW</b>	
<p><i>The customer is important because without the customer most businesses would not exist.</i></p> <p><i>Potential customers often have many choices for places and services in/on which to spend their hard-earned money, and they will reward a good experience by both returning as well as, hopefully, telling their friends and associates about it, thus bringing the business more customers.</i></p> <p><i>Unless a company values its customers and treats them accordingly, those customers will leave and go elsewhere.</i></p> <p><i>The exceptions here are companies which have a monopoly or other compelling reason for people to use them, such as a key location or pricing no one else can match. In this case, unfortunately (as evidenced by countless examples) such companies can treat their customers with disregard and still be rewarded with repeat business.</i></p>	
<b>CERTIFICATION</b>	This "Training and Development CERTIFICATE of Completion" is awarded by Melind Higher Education Sdn Bhd in collaboration with Kolej MASA Social Science Faculty.
<b>TARGET GROUP</b>	All Employees in the Service and Hospitality Sector.
<b>DURATION</b>	2 Days [0930hrs TO 1730hrs]
<b>COURSE FEE</b>	Malaysian Ringgit Four Thousand Only for up to Twenty Employees.
<b>VENUE</b>	Client (In-House)
<b>METHODOLOGY</b>	<ul style="list-style-type: none"> <li>▪ Lectures</li> <li>▪ Group Discussion</li> <li>▪ Role Play</li> <li>▪ Video Presentation</li> <li>▪ Case Study</li> </ul>
<b>CLO (CLASSROOM LEARNING OUTCOME)</b>	We offer outstanding Customer Service courses to add real value to your organization and raise your Customer Care standards to an exceptional level. This training will energize your employees, impress customers, enhance image of your company, improve positive word-of-mouth, and increase repeat business.
<b>COURSE OUTLINE</b>	<ul style="list-style-type: none"> <li>▪ CUSTOMER RELATIONSHIP MANAGEMENT</li> <li>▪ CUSTOMER COMMUNICATION</li> <li>▪ CUSTOMER SATISFACTION</li> <li>▪ CUSTOMER RETENTION AND RECOVERY</li> </ul>
<b>ENROLLMENT REQUIREMENT</b>	<ul style="list-style-type: none"> <li>▪ They must be Malaysian Citizen (<u>100% HRDF claimable</u>).</li> <li>▪ Foreigners with Work Pass from MOHR (HRDF <u>not</u> applicable).</li> <li>▪ They must be <u>approved</u> by the designated officer/s for this program.</li> <li>▪ They must be of <u>18 years</u> of age or above.</li> <li>▪ They must have a minimum <u>PMR</u> qualification (not applicable for foreign workers with Work Pass from MOHR).</li> </ul>
<b>PAYMENTS &amp; CLAIMS</b>	<p>THE PAYMENT IS TO BE PAID BY CROSSED CHEQUE MADE OUT TO "MELIND HIGHER EDUCATION SDN BHD".</p> <p><b>HRDF 100% Claimable</b> status under our license: SBL-KHAS Category A. The Employer can claim direct from HRDF using the SBL SCHEME.</p> <p>Each employee <b>MUST</b> produce an official form (from MHE) for the employer for each class attendance to obtain the official invoice for the</p>



	<p>employer to make the claim from HRDF as we are a Category A HRDF License owner which allows 100% claimable option to the Employer.</p>
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