



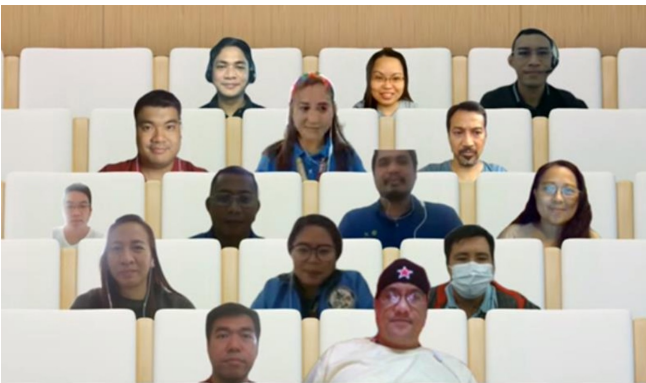
## About Us

Insights Manila (registered as Insights MLA Business Solutions) is a training services company based in Makati. The company believes that the country's workforce requires ample training that is effective and insightful, yet affordable.

The consultants of Insights Manila are experienced professionals who had executed the courses several times for different companies under various training institutions.

Insights Manila mostly offers exclusive training for companies. The courses are customized to meet specific training needs. The company also offers public classes where individuals can enroll, and one-on-one training for people who wish focused training. Other than training, the company also accepts Excel automation projects and course development projects.

With Insights Manila, you are directly dealing with the consultants- no intermediary parties who just add costs to the training delivery.



### • Other courses offered:

- Basic MS Excel Training
- Advanced MS Excel Training
- Macros and VBA Programming
- Advanced MS Word Training
- Advanced MS PowerPoint Training
- Basic MS Access Training
- Google Sheets Training
- LibreOffice Training
  
- Essential Supervisor Training
- Essential Manager Skills
- Assertiveness Workshop
- Root Cause Analysis
- Business Writing
- English in the Workplace
- Presentation Skills Training
  
- Sales Skills Training
- Customer Service Training
- 5S Implementation in the Workplace
- Train-the-Trainer Workshop
- Courseware Development and Instructional Design
- Call Center Workforce Management
- Call Center Representatives Foundation Skills

### Just some of our Clients:



We are located at 7F Finman Centre, 131 Tordesillas St., Salcedo Village, Makati

# Outline

## Customer Service Training



This module will provide participants with the skills in effectively interacting with customers. Participants will learn to treat clients correctly, in both face-to-face, written, and phone interactions.

### Objectives

- Identify the qualities and importance of excellent customer service;
- Apply techniques in communicating with customers;
- Apply customer service in dealing with face-to-face customers;
- Identify steps in handling unsatisfied customers;

### I. Introduction

- a. Importance of Customer Service in the Business
- b. Overview of Customer Interactions
- c. Types of Customers

### II. Qualities of an Excellent Customer Service

- a. Handling Face-to-Face Conversations**
  - i. Inflection
  - ii. Volume
  - iii. Pace
  - iv. Body Language
- b. Handling Phone Conversations**
  - i. Active Listening
  - ii. Correct Probing
  - iii. Positive Scripting
- c. Handling Email Interactions**
  - i. Following Correct Email Structure
  - ii. Email Etiquette

### II. Handling Unsatisfied Customers

- a. Understanding Irate Customers
- b. General Tips in Handling Unsatisfied Customers
- c. Types of Complains and How to Handle Them
- d. Handling Irate Customers
  - i. General Tips in Handling Irate Customers
  - ii. Steps to Dissipate an Irate Customer