

A COMPLAINT IS A GIFT

How to maintain customer satisfaction

when there is a service breakdown

PRESENTER

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TMI CONSULTANCY SDN BHD

WHO IS THIS PROGRAM FOR?

HR MANAGERS,
LEARNING AND
DEVELOPMENT MANAGERS,
TRAINING MANAGERS

WORKSHOP DATE AND TIME AND VENUE

WEDNESDAY, 18 AUG 2010
2.00PM TO 5.00PM
BOULEVARD HOTEL,
MIDVALLEY, KUALA LUMPUR.

WORKSHOP FEE

COMPLIMENTARY
(INCLUDING HANDOUTS)
BY INVITATION ONLY



BUSINESS CASE

The **A Complaint Is a Gift** workshop is an interactive, fast-paced experience that equips managers and customer-facing employees with the skills to turn unhappy customers into loyal customers.

This workshop provides practical strategies for complaint handling. It costs five times less to retain an existing customer than it does to win a new one. Effective handling of complaints is therefore an essential part of today's business life. The first step is to ensure that customer complaints are listened and responded to positively. By concentrating on customer satisfaction with your handling of their complaint, you can achieve long term customer loyalty.

In this session, you will be exposed to:

- The importance of complaints and their contribution
- Ineffective and Effective Service Recovery
- How to measure your company's Complaints Culture
- Practical tools for employees to deal with complaints effectively, and with less stress
- The TMI 8 Steps Gift Formula

"Bravo! Bravo! 😊"
A participant from
American
International
Assurance
Berhad

TO RESERVE A PLACE:

Call **Rosalind** at **03-6203 4410** or email her at **rosalind@tmimalaysia.com.my** to reserve a place. Please include your full name and designation.

OR If you are unable to attend, please email **Rosalind** at **rosalind@tmimalaysia.com.my** to state your interest in attending future events.

PRACTICAL WORKSHOP WITH INFORMATION THAT YOU CAN USE THE NEXT DAY

This practical workshop will help your organisation become more effective when dealing with service breakdowns that lead to customer complaints. Key benefits include:

- Ability to give better service to customers
- Improved skills in complaint handling and dealing with angry customers
- Understand customer emotions – as well as your own
- Benefits from proven techniques for transforming complainants into loyal customers

"I will definitely look at Complaints differently now. Turn the negative to positive - it's all about trust and partnership." A participant from ING Insurance Berhad

A DIFFERENT APPROACH

WORLD CLASS EUROPEAN THINKING ADAPTED FOR MALAYSIAN ORGANISATIONS

TMI brings you new fresh thinking for old problems. TMI is a world-leading organisational change and training consultancy with resource centres in 36 countries. You will find that our thinking is different. Our models are different. Over the last 30 years, this thinking has continued to have a major impact on people and organisations around the world. Our key areas of focus are on creating energised service cultures leadership and performance improvement. In short, our aim is to help you achieve your organisational goals through energised, productive people. We do this through a combination of consulting, training programmes and measurement processes that aim to maintain the momentum of change after TMI's involvement.

TMI has had a full time office in Kuala Lumpur since February 2005. We have a team of internationally trained consultants who can work in English and Bahasa Malaysia. Clients include HSBC Bank Malaysia, ING, Subang Jaya Medical Centre, Prince Court Medical Centre, NTV7, TV3, Ericsson, Astro and more.

"Hiring TMI looks to be one of the best professional decisions I've ever made."
Deputy Chief Executive Officer, major International Bank.

"It is with great enthusiasm that we recommend great services rendered to us from TMI Consultancy Sdn Bhd..."
Dato Amrin Awaluddin, CEO Natsven TV Sdn Bhd and **Kamarul Zamly Ramly**, Manager Content Creation Group

"This is what impressed me about TMI. First, they clearly care and are passionate about achieving client outcomes. Second, they bring creativity to the process to achieve an outcome that we would not have been able to achieve on our own. Third, they have a high attention to details. Fourth, they made it easy for the team at each stage of the process. Finally, I trust TMI. They made a promise and they delivered on that promise."
Aziz Mohd Ibrahim, Senior VP Change & Talent Management, Astro All Asia Broadcast

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TACK SALES TRAINING

Announcing that TACK International is proudly under the TMI Consultancy Sdn Bhd umbrella. TACK is one of Europe's leading sales training companies. It has offices in 40 countries around the world. TACK's programs help sales people sell more. They help customer service people spot sales opportunities. They help managers manage sales teams and key accounts more effectively. They help you achieve your budgets and improve your bottom line.

