

INITIATIVE & ATTITUDE AT WORKPLACE



LEARNING OUTCOME

- Taking initiative in workplace
- Good customers servicing
- Keeping customers all the times
- Upselling services to generate more revenues
- Increase sales

MODULE

- Introduction and objectives
- Taking Initiative
- The total service concept
- Good customer service
- The customer report card
- Moment of truth re-visited
- Keeping customer in good & bad times
- Winner & losers: Up your service, up your selling
- Up-selling skill
- Closing

Date: 23rd – 24th January 2019
(Tue – Wed)

Venue: Leadway Consultancy
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