

A COMPLAINT IS A GIFT

WORLD FAMOUS SERVICE DELIVERY PROGRAMME



Become a complaint-friendly organisation.

Handling customer complaints and turning them into successful business opportunities is a challenging process that requires key skills.

Do you know how many customers you lost last quarter? *Do you know why?*

Do you know if complaints were handled satisfactorily?

Do you know what you'll need to do to retain your existing customers and to attract more customers?

A Complaint Is a Gift is not only a practical "how-to" customer service programme that takes participants into the world of customer relationships, but also provokes and inspires changes in related thinking, attitudes and habits.

It is a professionally facilitated programme with trainer led presentations, discussions and group work that models real experiences and work-based situations that will help you build and implement best practice in handling customer complaints.



Flexible 1 or 2 day duration

Comprehensive materials

Can be tailored for your business

TARGET AUDIENCE

Everyone with customer contact either face-to-face, over the phone, online, or in writing. Managers responsible for Customer Complaints.

Request more information: one@tmiworld.com

THIS COURSE WILL ENABLE YOU TO:

- Handle and process complaints more effectively from all your customers
- Change attitudes towards complaints and reduce stress levels
- Learn to listen and receive criticism professionally and not take it personally
- Practice key skills for handling complaints superbly
- Recognise the importance of dealing with emotions when handling complaints



WE BELIEVE IN THE INDIVIDUAL

a GI GROUP brand