



Service Excellence

Service Excellence


 Seminar

 2 Dates available

 Certificate of Attendance

 Virtual learning

 8 Lessons

 Available online

Seminar Number: IDN-E3-VC

Status: 26.09.2024. All current information can be found at <https://academy-id.tuv.com/s/IDN-E3-VC>

Taking this course will help you become a better customer service representative. You'll gain the skills to confidently handle challenging situations and anticipate and meet customer needs.

By focusing on both proactive strategies and continuous improvement techniques, participants will gain a deeper understanding of what it takes to deliver exceptional service consistently. This dynamic session explores various approaches to fostering service excellence, empowering each individual to make a positive impact within their respective roles.

Discover actionable insights and practical methods to enhance service delivery, while embracing a customer-centric mind-set that promotes excellence across the organization. Join us to unlock your full potential and contribute to a culture of **service excellence**.

Benefits

- Increase your self-awareness of service excellence skills
- Greater understanding of customer expectations, perceptions and needs
- Engineering provides service excellence
- Increase your confidence and communication skill
- Build strong relationships with customers
- Maintaining service excellence to customers

Target group

- Top management
- Quality manager,

- Management representative

Requirements

No Prerequisites required. Anyone can complete this course.

Training outline

- World class service excellence
- Service expectations
- Communication skills
- Understanding customer needs
- Manage complaints effectively

Other information

For payment and other inquiries, please contact our Sales Executive:

- Ms. Rezky Citra - (Rezky.Citra@tuv.com | +62 896-1257-3270)
- Ms. Novia Yulianti - (Novia.Yulianti@tuv.com | +62 814-1350-3255)
- Mr. Hendra - (Hendra.hendra@tuv.com | +62 856-2448-0758)
- Ms. Jesseca Cindy - (Jesseca.Cindy@tuv.com | +62 812-8183-8854)

ADDITIONAL INFORMATION

- Fees are inclusive of training materials and certificate.
- Training fees exclude 11% VAT.

CANCELLATION POLICY

- TÜV Rheinland Indonesia, reserves the right to postpone and cancel public courses.
- Unless cancelled by TÜV Rheinland Indonesia, training fees are non-refundable.
- Participants with late cancellation (five days prior the training schedule) will not be refunded. Full amount of the training fee will be charged and invoiced.
- Transferability: If you are unable to attend, a substitute delegate may attend in your behalf. Please provide the name and title of the substitute delegate

Event overview and booking

Book your desired date now directly online at <https://academy-id.tuv.com/s/IDN-E3-VC> and benefit from these advantages:

- Fast booking process
- Personal customer account
- Simultaneous booking for several participants.

Alternatively, you can use the order form to order via fax or e-mail.

Order form Page 1/3

I HEREBY BINDING REGISTRATION FOR THE FOLLOWING SEMINAR:

Service Excellence

Seminar Number: IDN-E3-VC

Please choose an appointment you would like to book:

- 10/10/2024 - 11/10/2024**, | Event number: IDN-E3-VC-Service Excellence
Rp 2.500.000,00 (Net price, plus VAT) Rp 2.775.000,00 (Gross price, including VAT)
- 12/12/2024 - 13/12/2024**, | Event number: IDN-E3-VC-Service Excellence
Rp 2.500.000,00 (Net price, plus VAT) Rp 2.775.000,00 (Gross price, including VAT)

All further information about the dates can be found at <https://academy-id.tuv.com/s/IDN-E3-VC>.

Please send us **all pages** of the form by fax or email to order the above seminar.

E-mail:
academy@idn.tuv.com

Phone: +62 21 397 04 579

Please enter your order data on the next page.

Order form Page 2/3

- I am ordering as a consumer (private customer)
- I am ordering as a company / public authority (business customer)

Invoice address

We use this data for order confirmation and invoicing.

Company or authority name:

Position Title / Department (optional):

Street and house number:

ZIP CODE:

City:

Your internal purchase order number:

Your Tax VAT (optional):

You can enter an internal purchase order number
(SAP number)

Your contact data

We use this data for order confirmation and invoicing.

Salutation:

First Name:

Last Name:

Email Address:

Phone number (optional):

Participant information

I will participate in the seminar myself (contact details as indicated above)

The following person is to participate in the seminar:

Complete only if you are not attending yourself, but another person is.

Salutation:

First Name:

Last Name:

Email Address:

Phone number (optional):

Date of birth (optional):

Place of birth (optional):

Payment method: Invoice

For consumers, the cancellation policy applies, which you can find under the attached terms and conditions.

I hereby accept the following general terms and conditions of the organizer (<https://academy-id.tuv.com/terms>).

Location, date

Signature

Please send us **all pages** of the form by fax or email to order the above seminar.

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academy@idn.tuv.com

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