

Customer Care in COVID Times – Customer Success Strategy Post- Pandemic



Objectives

- Develop a deeper understanding of your customer needs
- Discover ways on how to add value in your current customer management program
- Understand critical paths to ensure customer engagement
- Create strategies on how to improve customer satisfaction and brand loyalty post-pandemic

Course Outline (1day)

• USER EXPERIENCE

What do customers say about your company's products and services? What is your customer satisfaction rating?

• STAKEHOLDERS

Visualize services and how each is interrelated. Develop a sequence to discover which one has the most significant impact.

• PRIORITIZATION

Review and consider current management goals and your customer service vision. Do you have the resources?

• FEASIBILITY

Check and verify by going back to the customer and find evidence to show which process or idea works for them.

• HOLISTIC

Develop a strategy that will be all-inclusive. Define tactics that considered the entire company and its customers.

Who should attend?

- Anyone in a customer service department or anyone who regularly interacts with customers.

Fee

- **Php7,500.00 + 12% Vat** for the Training Center at The City Club Alphaland, Makati City
- **Php4,000.00 + 12% Vat** for E-Learning

Note:

Early Registration Payment: Ten-Percent (10%) Discount if PAID thirty (30) days before the training date

Group Discount: Five-Percent (5%) on Three (3) or More Participants

Lecturer

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