

bilif



ACE YOUR CUSTOMER SERVICE

28 - 29 AUGUST 2024

 **DEADLINE TO REGISTER**
27 July 2024

OVERVIEW

In the current landscape of our service industry, businesses and companies must strive to provide top-notch customer service to maintain competitiveness in the market. Achieving 'top of mind awareness' within their customer base requires a commitment to customer advocacy. This involves ensuring that representatives of businesses and companies consistently and professionally provide high-level customer service and care.

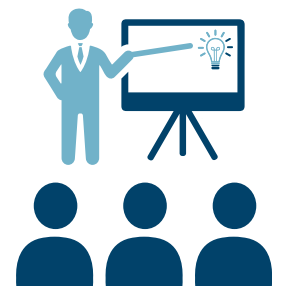
This dynamic and interactive 3-day programme is designed to equip participants with essential knowledge, skills, and techniques for delivering exceptional customer service. The goal is to achieve customer satisfaction in every interaction. Participants will gain the confidence to adeptly handle and serve customers by applying key skills and attributes, creating positive and memorable experiences for customers when they enter business premises.

OBJECTIVES

- Understand and appreciate the importance of delivering high-quality Customer Service and Customer Care.
- Understand the key elements that ensure constant care is delivered to customers.
- Understand and apply the required attributes and skills when handling and serving customers.
- Apply the correct way to respond effectively and professionally to customers verbally and in writing.
- Appreciate factors contributing to customers' needs and behaviours.
- Confidently serve and handle the different types of customers.
- Project a lasting impression on the customers of the staff and the company they represent.
- Provide memorable Customer Service, Customer Care and Customer Experience.

METHODOLOGY

- Work exercise, group work and participants' presentation.
- Learning enhancement activities with facilitated group/individual review and feedback sessions.
- Sharing of best practices by our trainer/consultant from actual work application and experience.



PROGRAMME DETAILS

DATE	TIME
28 - 29 August 2024	8:00 am - 12:00 pm 1:30 pm - 4:30 pm

***Subject to change

Please refer to www.bilif.com.bn for the latest updates***

WHO IS THIS PROGRAMME FOR?

This programme is suitable for frontline and customer-facing staffs that serve customers regularly and are keen to sharpen and improve their customer service and customer care skills.

PRE-REQUISITE

Participants are recommended to prepare and bring along any challenging work-related scenarios for discussion on how to deal with them effectively and professionally during the sessions.

PROGRAMME OUTLINE

MODULES	
Module 1	Understanding Customer Service and Customer Care
Module 2	Dimensions of Customer Service, Care and Experience
Module 3	Key Skills and Attributes for Staffs
Module 4	Understanding and Knowing Your Customers
Module 5	The Service Cycle
Module 6	The Service Standards
Module 7	Customer Communication
Module 8	Call Handling and Telephone Etiquette
Module 9	Handling Complaints and Difficult Customers
Module 10	Taking Action
Module 11	Handling Work Related Scenarios

PROGRAMME LEADER

SITI ROZAINAH DATO YUNOS

Madam Siti Rozainah Dato Yunos has over 26 years of Senior Management and Leadership roles and experience in the service industries. She was a Departmental Manager for various functions with HSBC Brunei, the majority of which was on leading functions which have elements of customer service, customer experience and sales management. Her last role was as a Senior Manager in charge of the Customer Experience Management Division and Head of Customer Care with Telekom Brunei Berhad before deciding to go public as a Trainer, Facilitator and Consultant. She is the founder and the Managing Director of KnowledgeLine Training and Consultancy and the Principal Trainer, Facilitator and Consultant for the Company. Madam Rozainah has conducted several trainings for staffs of JPKE, BDCB, Baiduri Bank Bhd, Insurance Islam TAIB and many others. Madam Rozainah is a holder of the Executive Master of Management (in People Leadership) from Asia e University (AeU). She was also awarded the Certified Financial Planner from the Financial Planning Association of Singapore and certification on the Islamic Financial studies of “Fiqh Mu’amalat Professional Programme” from the Brunei Institute of Leadership & Islamic Finance (BILIF). She was also a Runners-up award recipient of the HSBC’s World Local Heroes Programme for the Asia-Pacific region.

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To apply for the programme, please email your completed form to askSEED@bilif.com.bn by 27 July 2024

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$ 800.00	<input type="checkbox"/> \$ 800.00

By completing and signing this form, you hereby agree to the terms and conditions below:

Full Name: IC Number:
Position: Department:
E-mail: Phone:

Full Name: IC Number:
Position: Department:
E-mail: Phone:

Full Name: IC Number:
Position: Department:
E-mail: Phone:

APPROVING OFFICER

Name: Email:
Position: Department:

Please email the invoice to:

Signature and Company's Stamp

Terms and conditions:

Cancellation Policy:

- All cancellation must be submitted to BILIF in writing either by letter or email.
- Any cancellation received 30 days or more prior to the training date will incur a cancellation fee of 10% of the programme fee.
- Cancellation received 8 - 14 days to the training date will incur a cancellation fee of 50% of the programme fee.
- Cancellation of registrations received 7 days or less from the date of training or if the delegate fails to attend the training, he/she will be considered as 'no show' and is subjected to 100% of the programme fee.
- BILIF welcomes and accepts replacement of participants up until a day before the training commences.

Other terms:

- Participants must complete all scheduled sessions and activities for them to receive the certificate of attendance/ completion.
- Payment must be made upon receipt of invoice issued by BILIF.
- BILIF reserves the right to amend, change or cancel the programme at any given time. We will immediately notify participants and organisations if any such changes are to be made.

ABOUT BRUNEI INSTITUTE OF LEADERSHIP AND ISLAMIC FINANCE

Brunei Institute of Leadership & Islamic Finance (BILIF) was established in 2010 as the Centre of Excellence for the finance industry in Brunei Darussalam, providing high-quality learning solutions, including signature and collaborative events for human capacity development in the areas of Islamic finance and leadership.

Under the purview of Brunei Darussalam Central Bank (BDCB), BILIF plays a fundamental role in Pillar 5 of Brunei Darussalam Financial Sector Blueprint 2016-2025 in raising financial industry standards, especially in the areas of Islamic finance.

All of our programmes are accredited by Brunei Darussalam National Accreditation Council as Value Added Qualifications. Since its inception, BILIF has conducted 809 programmes and 83 events for more than 16,900 participants, including a suite of Virtual Instructor-Led Training (VILT) programmes and online events (as of December 2023).

BILIF has forged strategic partnerships with local and international organisations over the past 10 years which have allowed us to bring professional programmes, expertise and opportunities to shape future leaders, experts and innovators, particularly in the areas of Islamic finance and leadership. Amongst these strategic partners include The London Institute of Banking & Finance (LIBF), United Kingdom; the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) and Bahrain Institute of Banking and Finance (BIBF), Bahrain; Islamic Development Bank Institute (IsDBI), Kingdom of Saudi Arabia, Singapore

Management University (SMU), Singapore and INCEIF University, Malaysia. Locally, BILIF has also partnered with two of the top higher education institutions in Brunei Darussalam; Universiti Brunei Darussalam (UBD) and Universiti Sultan Sharif Ali (UNISSA) in our joint efforts to impart invaluable knowledge and skills for students and professionals in not only finance but also other private and government sectors.

Appointed by BDCB, BILIF is the official licensing examination centre for Financial Planning Practitioners' Programme (FPPP) and the Qualifying Examination for Insurance/Takaful Agents (QEFITA). BILIF is also the official examination centre for all examinations under Chartered Institute for Securities & Investment (CISI), UK; Chartered Bankers Institute (CBI), UK; International Compliance Association (ICA) and AAOIFI. BILIF has also recently been accepted as a Pearson Vue Authorised Test Centre which can house more than hundreds of examinations such as Certificate in Climate Risk, Certified Internal Auditor® (CIA®) and Certified Associate in Project Management (CAPM), amongst others.

BILIF has received multiple accolades including the "Best Emerging Islamic Finance Training Institution – Brunei 2021" from the International Finance Awards 2022; "Best Islamic Finance Education & Training Brunei 2021" from the Global Banking & Finance Awards® and "Global Good Governance (3G) Human Resource Development Award 2022" received at the 7th Annual 3G Awards Ceremony. BILIF was also awarded its third "GIFA Excellence Award (Islamic Finance Training & Education) 2022, which has been previously received in 2019 and 2021.

83

Events

809

Programmes
and Examinations

16,900+

Participants

INTERNATIONAL AWARD WINNING INSTITUTE





Discover our upcoming programmes and events

bilif.com.bn

Contact our Sales and Marketing Department
for any enquiries

askSEED@bilif.com.bn

*Alternatively, you can also WhatsApp us at
+673 8271140 to learn more about our offerings*