



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 02 November 2025 To 06 November 2025

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

This 5-day professional course is designed to enhance the customer service skills of administrative professionals. Participants will learn techniques to improve interactions with clients, manage difficult situations, and deliver exceptional customer service that aligns with their organization's goals. By the end of the course, participants will be equipped with practical skills and confidence to handle a variety of customer service scenarios effectively.

### Objectives

- Understand the fundamental principles of exceptional customer service.
- Develop communication skills that foster positive client relationships.
- Learn how to manage challenging interactions and resolve conflicts.
- Identify strategies to enhance customer satisfaction and loyalty.
- Implement customer service improvements within your administrative role.

## Course Outlines

### Day 1: Fundamentals of Customer Service

- Introduction to Customer Service Excellence
- Understanding Customer Needs and Expectations
- Building a Positive Customer Service Mindset
- The Role of the Administrative Professional in Customer Service
- Setting Personal and Professional Goals for Customer Service

### Day 2: Effective Communication Skills

- Key Principles of Effective Communication
- Active Listening Techniques
- Verbal and Non-Verbal Communication Skills
- Communicating with Clarity and Confidence
- Using Positive Language to Enhance Service

### Day 3: Managing Difficult Situations

- Identifying Common Customer Service Challenges
- Strategies for Dealing with Difficult Customers
- Conflict Resolution Techniques
- Maintaining Professionalism under Pressure
- Turning Challenges into Opportunities

### Day 4: Enhancing Customer Satisfaction and Loyalty

- Understanding Customer Loyalty and Retention
- Personalizing the Customer Experience
- Going Above and Beyond Customer Expectations
- Gathering and Utilizing Customer Feedback
- Building Long-Term Client Relationships

## **Day 5: Implementing Customer Service Improvements**

- Assessing Current Customer Service Practices
- Setting Improvement Objectives and Goals
- Developing a Customer Service Action Plan
- Training and Engaging with Your Team
- Measuring and Evaluating Service Success