



MALTA UNIVERSITY CONSULTING

Essentials for Effective Customer Care (6 hours)

Date: 10th & 11th July 2018

Time: 5.00 - 8.00 pm

Venue: University Residence, Robert Mifsud Bonnici Street, Lija (ample parking space available)

A certificate of attendance will be awarded to participants at the completion of the course.
Coffee break is included

Aim and contents of course:

The course is intended for people working or aspiring to work in a customer care related environment.



Course outline:

Participants will be able to appreciate what constitutes an exceptional customer service and what influences it. A basic principle is to effectively know what our customers' expectations are and how our personal attitude will enable us to achieve an exceptional service. Learners will be provided with good practices in managing customers face to face or by telephone and emails, and in managing complaints professionally.

Learning outcomes:

By the end of the two sessions, participants will be in a much better position to understand who the customer is, his needs and expectations. Participants will also grasp effective communication skills and good industry practice.

Delivery style:

The sessions are highly interactive including trainer practical hands-on input sessions supported by PowerPoint presentation.

Course Tutor:

Mr Joseph Bugeja

Joseph is a visiting lecturer with Department of Public Policy of the University of Malta. He is presently engaged as a Director Quality and Standards at the People and Standards Division, OPM. He possesses a comprehensive experience in Management, Consultancy, Human Resources and freelance Trainer for the last 24 years. His vast experience in training include private local and internationally owned companies, in finance, banking, insurance, aviation, health, nursing and care, telecommunications, manufacturing, hospitality and retailing; NGO's, private education and training institutions; ETC, MCAST; Directorate Life Long Learning including. Joseph has commendable knowledge and hands on approach in Training Needs Analysis, preparing, delivering, evaluating and correction of assessments, accredited courses Levels 5 to 7.

He graduated from the University of Malta with a Honours Degree in Management (1996), specialising in HR and Marketing. He later pursued a Masters in European Studies (1999) and possesses a Teacher's warrant.

Upon completing the Honours Degree, Joe was selected to work in a management position within the HR Department of GO (ex-Maltacom). He worked on a number of HR projects related to job evaluation, industrial relations, recruitment, personnel grievances, and employee suggestion schemes. He was also a member of the Editorial Board for GO's in-house magazine. Joe was entrusted with a number of training projects; preparation, delivery and evaluation, not only for the development of GO staff but also for foreign companies' officials. One main responsibility entrusted to Joe was heading the Performance Management Programme. His main role was to design, implement and administer the Performance Appraisal System at GO and follow up matters resulting from the appraisal system.

He worked for more than six years with a private company in the field of training and consultancy. In 2014 joined public administration as a management consultant, entrusted with management consultancy projects and European Social Fund Project Leader.

Joseph is presently a member of National Skills Council. Joe experience is enriched with his involved in voluntary work, managing NGO and was or eight years is the President and administrator of a football nursery. He has a keen interest in sports and general knowledge.

Certification:

Participants who attend both sessions will be awarded a Certificate of Attendance issued by Malta University Consulting Ltd.

Course Registration Fee and contact information:

Course registration fee: €75

Closing date for registration: 3rd July 2018

Cheques are to be made payable to Malta University Consulting Ltd

For further information kindly contact: Malta University Consulting Ltd, Robert Mifsud Bonnici Street, Lija.

Tel: 21240746/9982 9244; e-mail: maria.bugeja@muhc.com.mt; website: www.muhc.com.mt

Course Programme

Day 1

- Who is our customer?
- Customer needs and expectations
- Personal experience when 'I' am a customer?
- First impressions
- Mastering our communication skills with the customer
- Power of non verbal

Day 2

- What can annoy our customers?
- Managing your phone calls effectively
 - Group exercise advantages and disadvantages in dealing with customers by telephone
- Good practices in communicating through telephone
- Managing a difficult customer
- Applying good practices
- Learning points