

# Handling Service Recovery

## Pre-requisite

In order for the program to be effective, it is preferred that participants come with their organization Service Recovery Strategies in place.

If you do not have any, come ready to develop one.

## Who should attend

Executives or staff who have direct contact with external customers, frontline personnel, customer service officers, service technicians, marketing representatives, etc.

## Duration

2 days (14 hours)

## Program Fee

S\$650.00 per participant

SDF funding:  
\$2/ hour (non-SME)  
\$4/hr (SME)

## Course

## Cancellation

In the event that participant cannot attend the event, substitute delegate is allowed.

There will be no refund for cancellation

## Course Aim

To equip participants with a positive mindset and skills in handling dissatisfied customers during service breakdowns.

At the end of this course, trainee will be able to:

- View complaints as opportunity to create customer loyalty
- Carry out company's service recovery strategy with professionalism

## Course Outline

### **Positive Mindset**

- Service mindset & role
- Service recovery principle
- Cost and consequences of service recovery

### **Service Recovery Strategies**

- Service breakdown and prevention
- Company policies and procedures
- Recovery systems and settings
- Service camouflage

### **Techniques and skills**

- Handling recovery using SOOTH<sup>®</sup> method
- Handling emotions
- Empathetic listening
- Service recovery actions
- Case Study and Role Play

### **Training Methods**

- Lectures and Group Discussions
- Case Studies
- Role-play & Video Taping

## Unique Benefits

- Practical steps taught by experts who are practitioners
- Unfolding secrets that will liberate and equip staff in turning angry customers to delighted ones

*ServiceWorks*

www.serviceworks.com.sg  
780 Upper Serangoon Rd,  
#02-04 Choon Kim House  
Singapore 534649  
Tel: (65)6284 4680  
Fax: (65) 6248 4908  
Contact Person :  
Ms Stephanie Lee or  
Ms Deora Tan  
Email: enquiry@serviceworks.com.sg

You may register by  
downloading the registration  
form and send it to us through:

- 1) Email
- 2) Mail
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