



**TwinTech  
Healthcare  
Academy**

*Welcomes you to a*



## **WORKSHOP ON CUSTOMER CARE & HANDLING COMPLAINTS IN HEALTHCARE**

**1st February 2020, Saturday  
@ Hotel Palmgrove, Chennai  
Time : 2.00 pm to 5.00 pm**

### **OBJECTIVES**

Customer service is vital in any organization. However, its key position is often overlooked. It is the best marketing strategy a company can possess. Sharpen your customer service skills and build confidence in your ability to handle customers. This workshop is designed to help solve customer problems and build goodwill.

### **Participants will learn the most effective strategies for the following:**

1. Staying calm and confident when pressure is on
2. Dealing with angry or upset internal and external customers
3. Focusing on fixing the problem – not placing the blame
4. Making empathic responses to customer concerns
5. Make the customer experiences a memorable one.
6. Understand the service value chain

### **CONTENTS:**

- Customer Service Standards and Goals
- The Art of Customer Relations
- Give the customers a "Treat"
- Using the Guest formula
- The service value delivery chain
- Understanding Customer Needs
- Identifying types of customers and anticipating their reactions
- Developing effective strategies to keep problems from escalating
- Making your organization the customers first choice by superior customer delivery.

### **TARGET AUDIENCE**

- Customer service representatives,
- Front desk personnel
- Support personnel,
- Credit and billing personnel
- Managers who want customer service training in order to reinforce their skills and train their staff.

### **REGISTRATION**

Course size is limited. Pre-registration is highly encouraged.

**Course fee : Rs 600 per professional & Rs 400 per student.**

### **Bank Details for NEFT Transaction:**

Beneficiary Name : TwinTech Academy  
Business Management Solutions Pvt.Ltd.  
Account No: 50200021479885  
IFSC Code: HDFC0000751  
Bank Name: HDFC Bank,  
Pattabriram, Chennai 600072.

*For Further details and registration contact*

**Mr A Mahalingam, 97104 85295 | mahali@mahali.in**

More details on TwinTech Academy, **Visit: [www.chennaitwintech.com](http://www.chennaitwintech.com)**