



TwinTech Healthcare Academy

Welcomes you to a

Workshop on

Customer Care & Handling Complaints

in Healthcare

1st February 2020, Saturday @ Hotel Palmgrove, Chennai
(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:

- Doctors.
- Nurses
- 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

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More details on TwinTech Academy, Visit: www.chennaitwintech.com