

## BASK for Service Sectors

### Soft skills for Services Sectors

The program is designed to provide a framework on the behavioural traits and attitude expected in all service sectors environments with respect to the job scopes and the patrons.

This program enables and empowers the participants with the necessary and correct knowledge to “Serve beyond expectations”

### PROGRAM OUTLINE

1. **Inspire to Aspire** - Understanding your own goals and ambitions
2. **Empathy & Care** -The importance of your Patrons/Customer/ Clients/
3. **BASK in the importance of your business** – to enhance Behaviour, Attitude, Skill & Knowledge
4. **You are the Brand** - What is expected by the company on your image
5. **Your Company in the eyes of the Customer** - What Upsets your customers
6. **The difference between listening and hearing** -The 10 principles of listening
7. **Excellence** - What is stopping you from providing excellent service
8. **Professionalism** – Professionalism in service and how to apply it in your industry (Workshop)
9. **Delight** - How do you deal with Customer complain and keep them delighted
10. **Anticipation** - Understanding customers expectation
11. **Teamwork** - The importance of internal communication & collaboration
12. **What is expected of you**– Attitude, Skill & Knowledge (A.S.K) - workshop

### LEARNING OUTCOMES

- ✓ Good understanding of the importance of good customer service
- ✓ Meeting customers’ expectations
- ✓ Understanding what is expected from you as an employee through “A.S.K”
- ✓ Being and Behaving as a Professional in your position
- ✓ Working as a team



#### For enquiries:



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