

“The Winning Ways to Handle Customer Complaints” Seminar

Date:	15 November 2018 (Thursday)
Time:	9:30am – 12:30pm (Registration starts at 9:15am)
Venue:	Conference Hall, 4/F, Hong Kong Productivity Council Building, 78 Tat Chee Avenue, Kowloon Tong
Speaker:	Ms Esther Lee, Training Consultant of CDTI
Language:	Cantonese
Fee:	<ul style="list-style-type: none"> • QTS Merchant: 1 free seat (HK\$200 per each additional seat) • Non-QTS Merchant: HK\$400 per seat
Enquiries:	Tel: 2807 6124

Content Highlights:

1. Learning from companies which handle customer complaints successfully
2. Building positive energy and mindset for complaint handling
3. Magic Words to calm down customers and words which do the opposite
4. Complaints Handling Toolkit

ENROLMENT FORM (fax to 2807 6360)

Deadline: 8 November 2018 (Thursday)

Company Name: _____

Name of Contact Person: (Mr/Ms) _____ Position: _____

Tel. No: _____ Fax No*: _____

E-mail*: _____

** Must be provided for written confirmation.*

	Fee (per seat)	No. of Participants	Total Amount (HK\$)
QTS Merchant	1 free seat (HK\$200 per each additional seat)		
Non-QTS Merchant	HK\$400		

Participants' Details *(Please submit details in separate sheet if more than 4 paid seats are required)*

1) Name: Job Title:	2) Name: Job Title:
3) Name: Job Title:	4) Name: Job Title: