

Call Centre Exceptional Customer Service

29 & 30 June 2026
9.00am - 5.00pm | GMT +8



Concorde Hotel KL
Zoom Platform

WHY YOU SHOULD ATTEND

This comprehensive 2-day call centre customer service training program is designed to empower participants with the key skills and techniques needed to provide outstanding customer experiences. Through engaging activities, role-playing exercises, and hands-on practice, agents will strengthen their communication abilities, master active listening, refine problem-solving skills, and learn effective strategies for managing challenging customer interactions.

The program also emphasizes professionalism, a positive service mindset, and techniques for enhancing call efficiency. By the end of the training, participants will be more confident, customer-oriented, and well-prepared to boost customer satisfaction and loyalty.

AUDIENCES

This course is ideal for professionals involved in servicing customers including: -

- Customer Service Representatives
- Frontline staff who handle customer inquiries, complaints, and support requests
- Call Center Agents
- Technical Support Staff
- Product Support Teams
- Supervisors or Team leaders of Customer
- Service Teams

Organised by:



WEeventz Pte Ltd (Singapore)

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This is a **Hybrid event** where participants can choose to attend **In Person** at our training venue or join **Virtually** via Zoom Platform.