

**Centre for
Customer
Care (CCC)
Malaysia**

CUSTOMEREYES[®]
(Customer Experience Research)

Mystery Shopping (MS)
Customer Satisfaction Surveys (CSS)
Employee Engagement Surveys (EES)

**Training /
Seminars**

High EQ Transformation
FEELINGS! Quality Service...First Time, Every Time
Service Leadership
Loyal for Life: Service Recovery and Handling Complaints (frontline)
Loyal for Life: Service Recovery
Psychology of Persuasion (extension of EQ)
Better English, Better Service, Better Business
Grooming and Professional Image for Service Professionals

**Teambuilding
Programmes**

Drum Circle Playshop (DCP)
Corporate Soldiers[®] (Corporate Wargame – Laser Tagging)

Consultancy

Customer Service Management Retainer & Advisory Services
Lean Six Sigma for Service Design and Implementation

**Certification
Programmes**

Certified Customer Service Manager (CCSM) programme
Certified Customer Service Trainer (CCST) programme

**Professional
Education**

Professional Diploma in Customer Service Management (Open University Malaysia)
MSC Service Quality Management (by July 2010)

Executive Search

Boutique recruitment of customer service related personnel

Showroom

We have a large collection of training materials for Customer Service eg DVDs, Manual, Assessment Tools, Games, etc