

Jadual Latihan

Topic : Customer Service Excellence: Creating Exceptional Experiences
Date : 17 August 2026 (Monday)
Time : 8:00am to 5:00pm
Venue : The Academy (CCK Training Centre)

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Time		Details
7:45am – 8:00am	:	Participant Arrival and Registration
8:00am – 9:30am	:	Ice-Breaking Session Unit 1: Customer Service and Customer Engagement
9:30am – 9:45am	:	Morning Break
9:45am - 12:15pm	:	Unit 2: Personal Image and Professionalism Unit 3: Managing Challenging Customers
12:15pm – 1:00pm	:	Lunch
1:00pm – 3:15pm	:	Unit 3: Managing Challenging Customers Unit 4: Assertiveness Techniques
3:15pm – 3:30pm	:	Afternoon Break
3:30pm – 5:00pm	:	Unit 4: Assertiveness Techniques