



CUSTOMER SERVICE SUPERSTARS - DELIVERING EXCELLENCE

17&18 NOVEMBER 2026 | 9.00AM - 5.00PM
| MEFA TRAINING CENTER, PJ

Course Overview

Exceptional customer service is a key differentiator that drives customer satisfaction, loyalty, and long-term business success. This 2-day programme is designed to equip participants with the essential skills, mindset, and techniques to deliver outstanding service experiences consistently.

Participants will learn how to understand customer expectations, communicate effectively, and handle challenging situations with professionalism and confidence. The programme emphasises practical, real-world application through interactive activities, role plays, and case studies to ensure participants can immediately apply their learning in the workplace.

Who Should Attend

- Customer service officers and frontliners
- Sales and customer-facing professionals
- Anyone involved in handling internal or external customers

Learning Outcomes

- Deliver professional and customer-centric service that enhances satisfaction and loyalty
- Communicate effectively with customers using the right tone, language, and approach
- Handle complaints, difficult customers, and service recovery situations confidently
- Understand customer needs and manage expectations proactively

Course Registration :



<https://forms.office.com/r/Xr4PMx4Du4>

RM2,000*

(Price Inclusive of 8% SST)
HRDC Claimable*

Course Structure

Time	Agenda
DAY 1	
9:00am - 10:45am	MODULE 1 : UNDERSTANDING CUSTOMERS
10:45am - 11:00am	Morning Break
11:00am - 12:30pm	MODULE 2 : COMMUNICATION SKILLS FOR SERVICE
12:30pm - 1:30pm	Lunch Break
1:30pm - 3:00pm	MODULE 3 : HANDLING COMPLAINTS & DIFFICULT SITUATIONS
3:00pm - 3:15pm	Afternoon Break
3:15pm - 5:00pm	MODULE 4 : BUILDING A SERVICE MINDSET
DAY 2	
9:00am - 10:45am	MODULE 5 : PROBLEM-SOLVING AND DECISION MAKING
10:45am - 11:00am	Morning Break
11:00am - 12:30pm	MODULE 6 : CREATING CONSISTENT CUSTOMER EXPERIENCES
12:30pm - 1:30pm	Lunch Break
1:30pm - 3:00pm	ROLE PLAY AND SCENARIO PRACTICE
3:00pm - 3:15pm	Afternoon Break
3:15pm - 5:00pm	DEVELOPING PERSONAL ACTION PLAN & PROGRAM WRAP-UP

Trainer Profile



DR DEVARAJU JOSEPH

Desmond Tay is an MBA graduate with a strong engineering background and over 10 years of leadership experience in the heavy equipment industry. He is currently a business owner in Malaysia, managing operations, leading teams, and working closely with clients on mechanical equipment solutions.

He began his career as a design engineer before moving into sales engineering, and later rose to General Manager in a multinational company, supporting the construction, infrastructure, and oil & gas sectors, particularly in crane leasing.

Today, Desmond is an active corporate trainer, delivering in-house and public programmes with a strong focus on practical applications in customer service, sales, and leadership across B2B and B2C environments.

