**6 C’S OF CUSTOMER SERVICE**

**PROGRAM DESCRIPTION**

This program is a product of more than a decade of working for and with companies in several relevant industries (hospital services, retail, telecommunications, independent business, non-profit organizations, schools, etc.). Whether you’re in the service industry or not, customer service is essential to success. The program focuses on the foundation of self-awareness leading into skills that will amplify your influence as a leader at the workplace, school, and home front. The concepts that will be taught focuses on how to identify, satisfy, and exceed the customers’ need and expectations.

**WHAT CAN YOU EXPECT**

This dynamic session will harness group sessions with shifts towards breakout activities, pair sharing, self-scoring psychological tests and self-reflection. Expect to acquire established tools in heighten and enrich your circle of influence in all aspects of your life.

**WHO SHOULD ATTEND**

This program is recommended for professionals in the frontlines of the business such as sales officers, senior and junior managers and/or supervisors, government employees, entrepreneurs, business owners, employees identified for future promotion, and more.

**COURSE OUTLINE**

* Understand why your mindset needs to be altered to achieve more success.
* Appreciate the scientific benefits of serving others.
* Discover how you can manage your thoughts and self-talk to increase self-motivation and manage negativity.
* Understand that you are integral in creating delightful customer experience.
* Understand that you can only give what they have: when you adopt an attitude of positivity, it will radiate towards the customer.
* Discover the unique personalities will enable you to deal with others more effectively.
* Measure their emotional intelligence/ emotional quotient and empathy levels for adaptability and personal growth.
* Understand the importance of communicating, not just with words, but also with their vocal qualities, body language, personal branding.
* Learn the difference between a regular task and value-added service.
* Enhance overall customer experience that will lead to generating and sustaining goodwill.

**PROGRAM FACILITATOR**

Mondo Castro has 20 years of experience in media, training, and corporate management. He is a member of the John Maxwell Team and a Gallup Certified Strenghts Coach.

He is a Business & Management Consultant for a US based company VirtuallyinCredible, a division of Home Property Management. Mondo was an ePLDTVentus’ English Communication Supervisor, handling seven call centers tasked to improve HR’s hiring process, outbound sales, customer service, the e-mail customer service department, and several other business projects. He was formerly a disc jockey for NU-107, 103.5 MAX FM, and 103.5 K-LITE, a TV host for Probe Production’s Gameplan, AutoExtreme, and Channel V’s Popkorn.

He served as a writer for Manila Standard Today for more than 13 years under the music column “The Danger Room.” His band THE PIN-UP GIRLS was signed to a US indie label and was featured in a UK compilation CD and has with US Christian label HolyZone Records.

He is also an entrepreneur as he co-owns Stacy’s restaurant located in Greenstreet Quezon City and in BGC, with his wife Angelique & friends.

Mondo Castro has Masters in Business Administration degrees from the Ateneo Graduate School of Business and the Regis University in Colorado.

**RESERVE-NOW-BEFORE-IT'S-TOO-LATE! FORM**

**TO REGISTER:**

1. Fill out the form below and email us at seminars@saltandlight.ph

2. Fill out the form and fax to 813-2745

3. Send the form together with your company check to

**Breakthrough Leadership Management Consultancy, Inc.**

**2/F HPL Building, 60 Sen. Gil Puyat Avenue, Makati**

**TO INQUIRE:**

1. Call 830 2191 or 887 1571, look for Juliet

2. Email us at seminars@saltandlight.ph

**6 C’S OF CUSTOMER SERVICE**

**Facilitated by Mondo Castro**

September 24, 2019 | 9:00 AM to 5:00 PM |Joy~Nostalg Hotel & Suites Manila, Ortigas Center

*//source: 6 Cs of Customer Service5\_Mondo Castro\_September 24, 2019\_OP\_Omnibus\_EBlast*

**YES!** Please register \_\_ participant(s) for this seminar/workshop!

**LEARNING INVESTMENT:**

|  |  |
| --- | --- |
| [  ] **Best Buy Rate:**Php7,327 +12% VAT until August 15, 2019 | [ ] **Early Bird Rate:**Php 8,327 +12% VAT |
|  [  ] **Regular Rate:**Php 9,327 +12% VAT | [  ] **Walk-in Rate:**Php 9,827 +12% VAT |

[ ] **Best Buy Rate -Get 1 FREE SEAT by booking for 3 SEATS**

\*For current promo and to avail free seats, call us at 830 2191 or email seminars@saltandlight.ph

**Workshop fee includes**:

* AM & PM snacks
* Lunch
* IDs
* Manuals
* Certificates

**TERMS:**

1. Participants availing of the **Best Buy Rate or Early Bird Rate** will be given five (5) working days to settle their fees after the promo deadline. Next applicable rate shall apply if the participant fails to settle his/her fee within the five (5) working day period.
2. **Gift Certificates/Discount Vouchers** from Breakthrough Leadership or Salt & Light Ventures shall only be applied on the Regular Rate. All other promos (2 or 3+1 promo, Group and Suki discounts) are not applicable when GCs or vouchers are applied.
3. **Cancellation** seven (7) working days before the event, whether paid or unpaid, or a no-show during the event will not be honored. Failure to inform of your cancellation before the seven-day deadline will result to 30% charge to your account. This will serve as secretariat and banquet fee. Cancellation should be in writing and emailed or faxed to us.
4. Seminar participation may be transferred to another person in the same company.
5. If you wish to move your reservation to another seminar happening within the calendar year, please note that the rate of your updated seminar choice will be applied. Should the prevailing rate be higher than the initial learning investment already paid for, please settle the balance prior to the seminar date. Promo seats cannot be moved or transferred to another date or seminar.
6. We reserve the option to cancel or reschedule an event if minimum number of participants is not reached.
7. This reservation form, when completed, may also serve as your billing invoice.
8. All seminar fees must be prepaid.

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| --- |
| **COMPANY DETAILS** |
| **NAME OF COMPANY/ORGANIZATION(BIR-REGISTERED NAME)** |
|  |
| **COMPLETE ADDRESS (Address:Flr/Bldg/St.Village/Bgy./City)** |
|  |
|  |
| **INDUSTRY** |
|  |
| **PRODUCT/SERVICES OFFERED** |
|  |
| **WEBSITE                                                 COMPANY TIN# (REQUIRED)** |
| **[  ] VAT      [  ] Zero-Rated or VAT Exempt** |

*\*For zero-rated or VAT exempt companies, please include your Certificate of Exemption or PEZA registration. Provide Form 2307 or Certificate of Tax Withheld if payment done with tax withheld. Please withhold only 2% as we are classified as suppliers or contractors of services.*

**RESERVING OFFICER'S DETAILS       [  ] MR      [  ] MS      [  ] MRS      [  ] DR      [  ] PROF**

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| --- |
| **FULL NAME** |
|  |
| **NICK NAME** |
|  |
| **CIVIL STATUS:  [  ]Single   [  ]Married** |
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| **JOB TITLE/POSITION** |
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| **TELEPHONE #                                                    FAX #** |
|  |
| **MOBILE #                                                            EMAIL ADDRESS** |
|  |
| **PERSONAL TIN *(for personal reservation)*** |

**PARTICIPANT'S DETAILS**

**PARTICIPANT 1                  [  ] MR       [  ] MS       [  ] MRS       [  ] DR       [  ] PROF**

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| --- |
| **FULL NAME** |
|  |
| **NICK NAME** |
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| **CIVIL STATUS:  [  ]Single   [  ]Married** |
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| **JOB TITLE/POSITION** |
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| **TELEPHONE #                                                    FAX #** |
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| **MOBILE #                                                            EMAIL ADDRESS** |
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| **PERSONAL TIN*(for personal reservation)*** |

Pls. check if:   [  ] Vegetarian   [  ] Food Allergy:  ­­­­­\_\_\_\_\_\_\_\_\_\_ [  ] Senior Citizen    [  ] Pregnant    [  ] PWD

**PARTICIPANT 2              [  ] MR       [  ] MS       [  ] MRS       [  ] DR       [  ] PROF**

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| **FULL NAME** |
|  |
| **NICK NAME** |
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| **CIVIL STATUS:  [  ] Single   [  ] Married** |
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| **JOB TITLE/POSITION** |
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| **TELEPHONE #                                                    FAX #** |
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| **MOBILE #                                                            EMAIL ADDRESS** |
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| **PERSONAL TIN*(for personal reservation)*** |

Pls. check if:   [  ] Vegetarian   [  ] Food Allergy:  ­­­­­\_\_\_\_\_\_\_\_\_\_    [  ] Senior Citizen    [  ] Pregnant    [  ] PWD

**NOTE:**

* For more than two (2) participants, kindly add more sections to the registration form.
* Putting your mobile number is optional. It's only to be used in case we need to confirm or inform delegates of urgent, last minute changes and in case of emergencies, i.e. weather disturbances, speaker changes, etc.
* Kindly indicate your own TIN if making a personal reservation.
* Inform the secretariat by emailing seminars@saltandlight.ph if the seminar seat will be transferred to another participant within the same company.
* **Billing processing** takes two to three (2 to 3) working days upon receipt of your reservation.
* Please reconfirm your reservation if you do not receive your billing or any confirmation from us through email, call, or SMS.
* For **invoice** concerns, please call Irene at (02) 889-1111 local 765.

*//source: 6 Cs of Customer Service5\_Mondo Castro\_September 24, 2019\_OP\_Omnibus\_EBlast*

**KINDLY SELECT ONE OF THE FOLLOWING PAYMENT METHODS:**

[  ] **By Cheque.** I will send check payment to your office on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

[  ] **By Pick-up.** Please pick-up our check on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (time/date).

***Made payable to Breakthrough Leadership Management Consultancy, Inc.***

[  ] **By Bank Deposit.** (Scan copy of deposit slip with your name and seminar title and send to seminars@saltandlight.ph)

     Kindly remit the money to the following. bank details:

     Company Name: Breakthrough Leadership Management Consultancy, Inc.

     TIN #: 008-524-715-VAT

     Account #: BPI CA#3711-0082-83, Gil Puyat, Makati Branch

     Account #: Chinabank CA#143-176931-7 Gil Puyat, Makati Branch

**GROUP DISCOUNTS:**

Knock off a couple of pesos off our rates when you register in groups! Call us to inquire about our group discounts.

\* 3 delegates - Less P 300 per delegate

\* 4 delegates - Less P 400 per delegate

\* 5 or more delegates - Less P 500 per delegate

**SUKI DISCOUNTS & INCENTIVES:**

Salt & Light Ventures' regular customers get an additional P500 discount per person when booking on top of Early Bird Rates and Group Discounts.

*Please note that our regular Group Discounts and Suki Discounts & Incentives are not applicable with our 2+1 and 3+1 promos.*

**IN-HOUSE:**

We'll bring this workshop right at your base - customized and personalized to fit your training needs. Grab this opportunity to train your whole staff and attain results faster and simultaneously. Call 830 2191 or 887 1571and look for Jenna or Kevin, or email seminars@saltandlight.ph for more details.