

“Turning Complaints into Business Opportunities” Seminar

「專業投訴處理・積極化危為機」研討會

Date	22 September, 2009 (Tuesday)
Time	9:30 AM – 12:30 PM (Registration starts at 9:15 AM)
Venue	Exhibition Hall, 4/F, Hong Kong Productivity Council Building, 78 Tat Chee Ave., Kowloon Tong
Speaker	Mr. Danny Pin, Training Consultant of Synergy Training Centre
Language	Cantonese

Content Highlights:

- Guidelines for defusing customer anger or negative emotions; self emotions control for frontline staff
- Professional skills and steps for handling complaints
- How to use “Emotional Bank” for building long-term relationship with customers in handling complaints
- Turning complaints into business opportunities

ENROLLMENT FORM (Fax to 2807-6360)

Deadline: 15 September 2009 (Tuesday)

Company Name: _____

Name of Contact Person: _____ Position: _____

Tel. No : _____ Fax No*: _____

** Fax number must be provided for written confirmation.*

	Fee (Per Head)	No. of Participants	Total Amount (HK\$)
QTSA Member	1 free seat (each additional seat costs \$200)		
Non-QTSA Member	\$400		

Participants’ Details *(Please submit the details in separate sheet should more than 4 paid seats are required.)*

1). Name: Job Title:	2). Name: Job Title:
3). Name: Job Title:	4). Name: Job Title: