



WEBINAR



EXCELLENT CUSTOMER SERVICE SKILLS FOR F&B EMPLOYEES

Dec 15-16, 2025 | 9am-5pm | 200M

OVERVIEW

First impressions are lasting impressions. An organization starts the 'cycle of service' and plays a vital role in terms of creating moments of truth for the customers. Effectively handling and dealing with customers is like a warm handshake, it projects the company's image of "I'm glad you have chosen us, we want to continue serving you"

OBJECTIVES

- Create positive first impressions
- Understand customer needs
- Build listening skills
- Achieve high customer sanctification
- Increase customer loyalty
- Use the right body language
- Using the right tone of voice
- Use the right choice of words

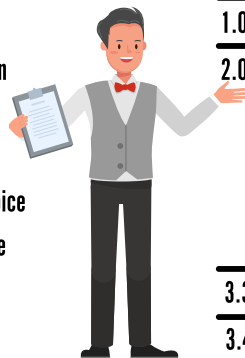


AUDIENCE?

All front liners for F&B, Waiters, Waitresses, Cashiers, Sales Coordinator, Employees Dealing with Customers face-to-face, Employees involved with service delivery

COURSE OUTLINE

8.45 AM	Registration of participants
9.00 AM	Unit 1: Understanding The Basics of QCS • Cycle of service • Moment of truth • First impressions • The importance of QCS
10.30 AM	Morning Tea Break
10.45 AM	Unit 2: Understanding Your Customer Needs • Human needs • 4 Basic needs • Anticipating Customer needs
1.00 PM	Lunch Break
2.00 PM	Unit 3: Achieving High Customer Satisfaction • How positive is your attitude? • Communicating your best image • Listening to the sound of your own voice • The importance of your body language
3.30 PM	Evening Tea Break
3.45 PM	Unit 4: The Art of Smiling • Service with a smile • Importance of a smile • Giving genuine smiles • Smiling from your hear
5.00 PM	End of Programme Day 1



8.45 AM	Registration of participants
9.00 AM	Unit 5: Body Language • Eye contact • Facial expressions • Posture • Gestures
10.30 AM	Morning Tea Break
10.45 AM	Unit 6: Verbal • Right choice of words • Courtesy words • Greetings • The right tone of voice
1.00 PM	Lunch Break
2.00 PM	Unit 7: The Art of Listening to Customers • Listening secrets • Active listening • Common listening errors • Facilitate listening responses
3.30 PM	Evening Tea Break
3.45 PM	Unit 8: Achieving High Customer Satisfaction • Service core values • Anticipating customer needs • Applying recognition • Being proactive
5.00 PM	End of Programme Day 1



CONTACT US



EXCELLENT CUSTOMER SERVICE SKILLS FOR F&B EMPLOYEES
December 15-16, 2025 | 9:00AM - 5:00PM | Remote Online Training

...ADMINISTRATIVE DETAILS...

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- **Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100%** is a must, in any case, **employers will be billed in full.**

Please tick accordingly:

- Fees: ☐ **FMM Member: RM 864.00/pax**
(inclusive of 8% Service Tax)
- ☐ **Non Member: RM 972.00/pax**
(inclusive of 8% Service Tax)

Fees include course materials and Certificate of Attendance

CANCELLATION

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

ENQUIRIES & REGISTRATION

Ms Wan Hui/ Ms Elly
Email : wanhui@fmm.org.my/norelysya@fmm.org.my
Tel: 09-560 6554/5244

REGISTRATION FORM

Closing Date
Dec 4, 2025

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					
3.					

(Please attach a separate list if space is insufficient)

- ☐ We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.
- ☐ We will **NOT BE CLAIMING under training grant from HRD Corp.** Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

Submitted by:

Name : _____ Designation: _____

Company : _____ FMM Membership No. : _____

Address : _____

Email : _____ Tel: _____ Fax: _____