

BODY & PAINT CUSTOMER SERVICE PROGRAMME

AIM OF THE PROGRAMME

This programme is developed to equip customer facing staff with adequate knowledge and skill to be able to improve their day-to-day operations and productivity.

PROGRAMME DESCRIPTIONS

Customer service is the act of providing support to both prospective and existing customers.

The prime concern of this program is to develop the participants to be excellent in customer service in the automotive sector.

The program is based on the real environment of the body & paint operation including case studies and practical situations.

PROGRAMME BENEFITS

Teaching participants the best ways to serve and attend the customers professionally with the ability to communicate clearly with positive language through all possible situations.

This programme also teaches how to manage and handle daily operations efficiently and to have a deep knowledge of how their company's policies, procedures and standards.

MODULES:

MOTOR INSURANCE PROCEDURES

- Types of motor insurance claim in Malaysia
- Motor insurance claim process flow
- Documents required to submit a motor insurance claim
- Overview of motor insurance claim industry stakeholders
- Government rules & regulations e.g. DOE, JKPP, OSHA, JPJ

BODY & PAINT WORKSHOP OPERATION FLOW

- How a Body & Paints workshop operates
- Standard repair process flows:
 - Insurance claims
 - Cash repair customers
- Customer administration

VEHICLE DESIGN & TECHNOLOGY OVERVIEW

- Vehicle body design & construction
- Parts terminology & location
- Materials used in vehicle construction
- New vehicle technologies

OPERATION MANUALS & CATALOGUES

- Parts descriptions & catalogues
- MRC repair manuals
- Workshop manuals
- Owner's manuals

STOCK MANAGEMENT

- Stock cycle time
- Stock ordering pattern

VEHICLE REPAIRSHOP LICENSE APPLICATION

- JPJ Workshop Registration Application
- PIAM PARS Application
- JPJ Technical Application (exercise)

PRACTICAL ASSESSMENT

- Participant is required to take the practical assessment

TARGET PARTICIPANTS

- Administrative level (admin executive, claim advisors, data entry staffs, clerks, front counter personnel and store assistants) from franchise and non-franchise repairer, workshops, colleges/ schools, government agencies etc.

COURSE DETAILS

- Duration: 2 days course (Theory & Practical)
- **HRD CORP CLAIMABLE COURSE**
- Certificate: **IMI (PAC) & MRC (Attendance & Accomplishment)**

DAY 1

TIME	PROGRAM
8:30 AM	Arrival of Participants
9:00 AM	Safety Briefing Self & Participants' Introduction
9:15 AM	MOTOR INSURANCE PROCEDURES
10:30 AM	15 Minutes Break
10:45 AM	BODY & PAINT WORKSHOP OPERATION FLOW
12:30 PM	Lunch Break
2:00 PM	VEHICLE DESIGN & TECHNOLOGY OVERVIEW
3:30 PM	15 Minutes Break
3:45 PM	OPERATION MANUALS & CATALOGUES Emphasize on Key Important Notes
5:00 PM	Question & Answer
5:30 PM	End

DAY 2

TIME	PROGRAM
8:30 AM	Arrival of Participants
9:00 AM	STOCK MANAGEMENT
10:30 AM	15 Minutes Break
10:45 AM	VEHICLE REPAIRSHOP LICENSE APPLICATION
12:30 PM	Lunch Break
2:00 PM	Assessment Theory 30 questions & Practical
5:00 PM	End



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