

INSPIRE

Master Class
SERIES

Develop your:

- ✓ Empathy
- ✓ Anticipation
- ✓ Proactive Mindset
- ✓ CRM
- ✓ Sales

**World Class Service
@ Work**

& Sales!

Tuesday, 18 November 2025

World Class Service & Sales @ Work



Synopsis

Elevate your organization's performance by mastering the powerful connection between exceptional service and sales excellence. This dynamic workshop reveals how world-class organizations turn customer interactions into lasting loyalty and sustained revenue growth.

What You'll Master:

Discover the secrets behind organizations that consistently exceed customer expectations and dominate their markets. You'll learn to decode what customers truly value, anticipate their unspoken needs, and create experiences that transform prospects into advocates.

Outcome:

Leave with actionable frameworks, proven methodologies, and best practices from world-class organizations that you can immediately implement to boost customer satisfaction, increase retention, and drive measurable sales growth.

Who Should Attend:

Sales professionals, customer service teams, managers, and leaders committed to building organizations renowned for both service excellence and sales success.



Key Objectives

- ✓ To improve Sales by delivering worldclass service.
- ✓ To cultivate a mindset and culture for service excellence for your organisation.
- ✓ To harness the strategy to create an environment for consistent service excellence.

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Program Outline

PART 1:

- Understanding the Heart of Service
- What is World Class Service?
- Customers' Expectations vs Outcome

PART 2:

- How to provide Unreasonable Hospitality?
- Case Studies from the World's Best Service Organisations
 - British Airways, Kempinski Hotel, Zappos

PART 3

- Professionalism & Environment for Service Excellence
- What is Professional Pride?
- How to create an environment for Service Excellence

Part 4: Sales

- What do the best sales people have in common?
- What is selling?
- Why We Buy?
- Discipline of a World Class Sales Oerson

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Course Details

- Date: Tuesday, 18 November 2025
- Venue: Balai Khazanah, Classroom 1
- Duration: 6 hours
- Time: 9am - 12pm, 1.30pm - 4.30pm
- Provision: 2 Tea Break & Lunch

Certificate of Attendance

Course Fees

- Normal Rate: BND 300 / Pax
- Early Bird Fee: BND 250 / Pax
 - Register before 30 September 2025
- Group Discount: BND 200 / Pax
 - Minimum 4 pax
- Individual Bulk Discount: BND 200 / Class
 - Minimum 4 Classes Enrolment

Special Corporate Arrangement Available!

- BND 2,500 / Half Day
- BND 3,500 / Full Day
- Customised Content
- Client's Preferred Date
- No Maximum Capacity
- Exclusion: Venue & Catering

Registration: www.CuriousMind.biz/MasterClass

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About the Speaker

Shaun Hoon is the founder of Curious Mind, a platform to connect thought leaders and change makers to corporations and higher institutions to inspire growth and foster opportunities. His core business includes: corporate training, youth development and conferences, specializing in sustainability, soft skills and leadership.

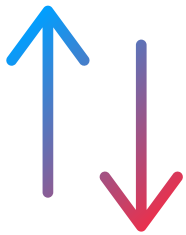
Prior to this, Shaun started Inspire and Inspire Living Magazine to help readers live better and strive for greatness (See <http://inspirebn.wordpress.com/>). Centre to Shaun's life purpose is the ability to bring the best out of people through questions, observations and story telling.

Shaun has written an e-book called The Heart of Service. He also wrote a book called My Life-My Career, on the stories of resilience of over 20 top agents in AIA. Shaun is also the founding curator of Global Shapers Bandar Seri Begawan, an NGO arm of the prestigious World Economic Forum.

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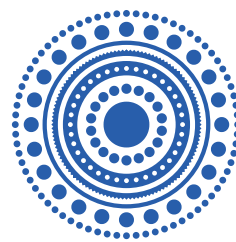
Other Available Topics



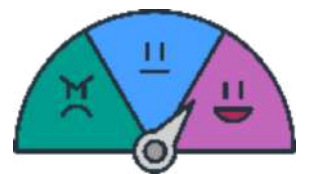
1. Change & Adaptability



2. Leadership



3. Growth Mindset & Culture



4. Customer Service



5. Sales



6. Entrepreneurial
Mindset



7. Relationships &
Communications



8. Creativity



9. Problem Solving
& Productivity



10. Climate Change
& Sustainability

More Information

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Our Esteemed Clients

