

Customer Excellence Training

merojob

December, 2019



merojob

AIM HIGHER

INTRODUCTION

Customer Excellence means showing the the importance of customer by interacting with them in a friendly, helpful and in a positive way. Good customer service means meeting their expectation but excellent customer service means exceeding them. Gaining and keeping the customers most oftenly is determined by the best customer service. Maintaining good rapport, making effective communication, having gratitude towards customer and maintaining the personal attributes are some of the key factors that enhances the customer excellence. Besides, a customer excellence is also determined by the an individual's confidence and delight.

In order to enhance the skills of an individual, Customer Excellence Training is designed. The program guides participants to increase customer satisfaction, develop their personality, build their confidence and leadership quality. The objective of the program is to meet different behavioral dimensions that would engender a direct or indirect impact in an individual's career. It would also create far reaching significance in the direction of individual and organizational effectiveness.

This is a paid service by an individual and is open to those who appears the Assessment Test* and fulfill other criteria laid down by the Admissions Committee to get enrolled in the training.

OBJECTIVES OF THE COURSE

The training will enable participants in

- Communicating effectively with the customers
- Establishing rapport with customer
- Building self-confidence,
- Improving overall personality of an individual
- Enhancing communication skill

METHODOLOGY

- Interactive Sessions
- Group Exercise
- Role Plays
- Lecture cum Discussion
- Story telling

OUTCOME OF THE TRAINING

This programme is designed to help individuals who wish to gain confidence and effectively communicate with the customers. After the completion of the training, the trainees will be able to gain confidence, improve behavior, enhance effective communication and develop a healthy physique/personality.

CONTENTS OF TRAINING

Course Content:

Day	Course	Areas Covered	Methodology
1	Personality	Introduction to personality Aspects/factors of personality Strength/Weakness Self Evaluation Session Problem Identification	Games Story telling Lecture cum discussion
2	Communication / Public Speaking	Introduction to communication Flow of Communication Problem Identification Listening barriers How to overcome barriers of communication Gestures/Postures	Lecture cum discussion Role play Group discussion
3	Outlook/Grooming Etiquette and Table Manners	Eating/Meeting/Behaving Dressing Sense Makeup/Hair Looking Good	Lecture cum discussion Practical workout
4	Personal Management	Leadership Interpersonal Relations Stress management Attitude Motivation	Lecture Games Involvement Interaction
5	Customer Service	Establishing rapport with customer Maintaining the courtesy Dealing with customer's query Handling Customers's complaints	Lecture PPT Roleplay Group Discussion

Start Date	:	December 2019
No. of Classes	:	5 Sessions
Class Duration	:	4:00 pm – 6:00 pm (Evening Time)
Class Schedule	:	Monday – Friday
Training Fee	:	Rs 7,500 /- (excluding VAT)
Venue	:	Learning Hall, merojob office, Kathmandu
