

Course Outline:

- ♦ Your first impression
- ♦ Tips for making a positive first impression
- ♦ Communication Skills
- ♦ The Techniques for Listening skills
- ♦ Getting the best from the customer
- ♦ Creating No-Blame Culture
- ♦ Knowing Your Customer
- ♦ Calming Upset Customers
- ♦ Telephone Customer Service
- ♦ Internet Customer Service Skills
- ♦ Time analysis, task identification, task Analysis and time prioritization
- ♦ Stress Management Strategies

For queries & registrations

SKILLS DEVELOPMENT PROGRAM

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Trainer's Profile:

Subhan Sharif practices pro-activeness and innovation to his personal and professional life. A lifelong learner, he has completed his graduation from University of Karachi, also achieved trainings from Manchester College Of Professional Studies in Information Technology Manchester UK , Central School of Professional Studies in Business Administration, London UK and Pakistan Institute Of Tourism And Hotel Management, Karachi, PK. He also holds the proud honor of achieving a scholarship from University of Oxford.

Journey from IBA to OXFORD was a nice learning experience for Subhan as he explains among many of his certifications. He names a few like Personal Coaching from The Coaching Academy at Manchester, UK and PRINCE 2 from Maven Trainings Certification at Leeds, UK and Strategic Marketing & Marketing Management from Institute Of Business Administration.

Different companies in corporate sector engage him to train their employees and Educational institutes including universities invite him to speak to their audience.

Registration form and Fee Voucher are available at our website:

<http://sdp.iba.edu.pk/> Fee is to be deposited in cash / pay order in any branch of FAYSAL BANK Ltd., A/C No. 110-2162113-006. No fee will be accepted in cash/cheque at our office

CUSTOMER SERVICE



ADVICE



SOLUTION



EXPERTISE



HELP



QUALITY



ACHIEVEMENT



SUPPLY



RATING