



Institute of  
Business Administration  
Karachi

*Leadership and Ideas for Tomorrow*



Center for Executive Education  
Institute of Business Administration

# Customer Services

9 - 13 December, 2019

MONDAY, WEDNESDAY & FRIDAY  
6PM - 9PM

Training Investment: Rs 12,000  
(exclusive of 5% tax)

The aim of this workshop is to assist the delegate in understanding the reason for exemplary customer care practices.

But not only is it necessary to highlight the need for good client care, we give the delegates many tools and "how to's" and also empower them with the tools of self motivation, enabling him/her to use and sustain these practices.

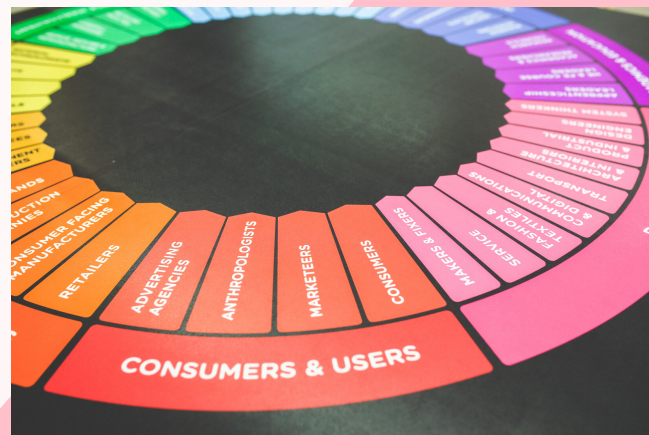
## Trainer's Profile:

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.

## 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 Registration:

021-38104700-01

Ext: 1801; 1811; 1813; & 1541

Email:

BESDP@iba.edu.pk

Website:

sdp.iba.edu.pk