



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.

**@ IBA City Campus**

**Training Investment: PKR 8,000/-**  
(includes best training, training material, certificate,  
& business networking)

This program is well suited for all services across all industries to enhance their potential professionally to serve customers weather internal or external.

- ♦HR Managers/Assistant Managers/HR Executives
- ♦Managers/Assistant Managers/Executives in Sales/Marketing, Finance/Accounts/Audit
- ♦Managers/Assistant Managers/Executives in IT, Customer Support, Supply Chains
- ♦Young Engineers, Techies and Geeks who have the passion to develop their managerial skills
- ♦Young business owners who dare to dream big
- ♦Customer service representatives in ANY domain

## 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

021-38104700-01

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Email: [BESDP@iba.edu.pk](mailto:BESDP@iba.edu.pk)

Website: <http://sdp.iba.edu.pk/>

## 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