

GFORD Institute Of Management Pvt Ltd
Presents
Seminars on
How To Provide Exceptional Customer Service
keep your customer happy & keep them coming back

Date	Location
23 rd August 2016	Mumbai:- Hotels Ramada Plaza
23 rd August 2016	Bangalore:- Hotels Trinity Isle
24 th August 2016	Pune:- Hotels Sagar Plaza
24 th August 2016	Hyderabad:- Hotels Aditya Park
25 th August 2016	Kolkata:- Hotels Pan Asia Continental
25 th August 2016	New Delhi:- Hotels Park Plaza Karkarduma
26 th August 2016	Ahmedabad:- Hotels Comfort Inn
27 th August 2016	Chennai:- Hotels Abu Sarovar Portico

By

**Mr. Bob Mathews / Mr. Sanjay Srivastava / Mr. Dinesh Divekar / Mr. Niranjan Mehta /
 Mr. Sameer Karna/ Ms. Anuja Roy / Mr. Subrato Bose / Mr. Shankar Devaguptapu**
 Management Consultant

In How to Provide Exceptional Customer Service, you will learn...

- How to always communicate a positive, friendly, ready to help attitude to Customers
- How to handle angry Customers with diplomacy & tact
- How to handle the 5 most common Customer complaints
- How to spot opportunities for turning an unhappy Customer into a repeat Customer
- And much more!

The quality of Customer service you give, more than any other factor, determines the level of approval Customers will give your organization. And happy Customers are the Difference between profit and loss. This special oneday workshop gives you the skills to become an expert in your companys goods and services ... a master diplomat when dealing with angry Customers ... a PR po when representing your company ... a personal consultant tuned into each Customers needs ... and a saint who never becomes defensive or discourteous in your business dealings. Make sure your Customers and the people they talk to will choose to do business with you for years to come.

Agenda

- **Building Customer Rapport And Good Will**
 - Which people skills make a Difference for Customer service and public contact pros
 - How to make every Customer feel important
 - How to use words that trigger positive, good feelings
 - What Customers really want the 3 ingredients for making Customers happy
 - How to determine if your company has Customer friendly policies and procedures
 - How to measure your Customers level of satisfaction with your service
 - How to use a Customers name and how to avoid overdoing it
 - What words and actions signal a ready to help attitude that makes Customers feel good
- **Handling Problems And Complaints**
 - How to spot opportunities for turning complaining Customers into lifetime Customers
 - Recognizing the root sources of most misunderstandings and Customer conflicts
 - How to explain company policy in a way that wont put Customers on the defensive
 - How to repair a damaged Customer relationship
 - The 5 principal reasons Customers complain and how to handle each one

- What to do when you're about to blow up at a Customer
- How to say no when you have to without arousing resentment
- **How To Communicate With Customers**
 - What specific words and phrases make Customers trust and like you
 - How to avoid the words that trigger negative, unhappy reactions
 - How to get the information you need from telephone callers without offending them
 - How to avoid the 9 most common listening mistakes people make on the telephone
 - How to handle overly talkative Customers without hurting their feelings
 - How to deal with Customers who aren't fluent in English
 - How you say it is just as important as what you say how to hear yourself as others hear you
- **Dealing With Difficult Customers**
 - How to deal with unhappy, irrational, angry and upset Customers
 - How to keep from being intimidated by overbearing Customers
 - What to do when you feel yourself becoming angry with a Customer
 - What to do when a Customer questions your authority
 - How to deal with ultradifficult Customers
 - How to deal with personal verbal attacks
 - What to do when you're confronted with someone who's rude and abusive
- **Projecting A Professional Image**
 - How to keep yourself energized, motivated and positive
 - How to evaluate your telephone image is it serving you?
 - How to make an immediate good first impression
 - How to sound polished, positive and professional on the telephone
 - How to look good and sound wonderful even when you feel awful
 - How to make your voice sound as friendly as a smile
- **How To Be A Customer Service Superstar**
 - How to be a catalyst for building Teamwork, cooperation and support with your associates
 - How to work well with the other departments in your company
 - How to increase sales and profitability through good Customer service
 - What Customer service people need most from their managers
 - How to handle it when several Customers want your attention at the same time
 - How to wind up every Customer transaction on a positive note

Profile of the Trainers:-

Mr. Bob Mathews

He has worked with diverse clientele throughout his career and has designed and presented training programs for us across a broad spectrum of industry - sectors that includes Banking, Automobile, Pharmaceutical, Telecom, IT, & Manufacturing.

As a Facilitator, Mr. Mathews believes we should not only increase the knowledge and skills of a participant to consistently perform in the work place but also help in the participants all round personal growth. With a professional career of over 40 years with last 15 years spent exclusively in Training and Development. His areas of expertise are in courseware development & training delivery with core competencies of Strong Work Ethic, Positive Attitude, Self Confidence, Good Communication Skills, Ability to Accept and Learn from Criticism / Feedback, etc

Mr. Sanjay Srivastava

Mr. Sanjay Srivastava is a seasoned professional with more than 28 years of experience in creating and nurturing brands. Sanjay's 4Ps of building business are People, Processes, Partners and Passion. In the past Sanjay has worked with companies like Dabur and Vodafone at senior leadership positions and is well versed with fast evolving consumer needs & capability building requirements of corporate world. He is a certified trainer by Dale Carnegie and Super Master in Neuro-Linguistic Programming (NLP).

Mr. Dinesh Divekar

Mr. Dinesh V. Divekar is a Soft Skill and Behavioural Training Consultant to many companies. He conducted his first training programme as early as 1991. Thereafter, he was associated with training or educational activities. Later he worked for Federal Express Corporation (FedEx) as Training Manager. During this assignment, he developed most of the training modules on soft skills. Later he felt need to give back up to the training activities, by way of handling HR assignment. He handled HR assignment in hospitality industry. Companies like ISS Facility Management Services, Air Liquide, Gammon India, Cognizant Technology Solutions and ACC

Limited took benefits of his training.

Mr. Niranjan Mehta

Mr. Niranjan Mehta has 32 years of corporate experience & 9 years in training to conducting soft skill training. As a part of corporate experience he serve Religare Pharma as a General Manager, Sharda Drugs Ltd. As a Regional Manager, Intas Pharmaceuticals as an Area Manager, Biosensors International, etc.

He specialized in conducting training in Sales, Personal Effectiveness, Leadership Skills, Behavioral Skills, Business Communication, Presentation Skills, Motivational Skills.etc

Mr. Sameer Karna

Mr. Sameer Karna is the Founder & Chief Mentor at "The Training Curve and is a corporate trainer, driving customized training interventions for his clients. Mr. Sameer has conducted corporate trainings for Siemens, Punjab National Bank and certain other SMEs on various topics related to Behavioral skill sets and business verticals.

Mr. Sameer has worked for companies such as Siemens Ltd., at the Management level in Risk Management, Compliance, Organizational Development and HR. At Pradman Engineering Services Pvt. Ltd. Mr. Sameer served as a Training Manager where he was responsible for developing and executing the Annual Training Employee Calendar, along with implementation post Training.

Ms. Anuja Roy

Ms. Anuja Roy has an experience of 14 years in the corporate as well as academic sector. In her long tenure she has been associated with Corporate and Educational Institutions as a Trainer /Consultant. Currently she is working with Institute of Technology & Science Ghaziabad as an Asst. Professor & Marketing Club Coordinator.

Her experience and association with people from various domains helps her to effectively manage people and their behavior. She is creative and possesses excellent inter-personal management skills. She has conducted training programs on Motivation, Leadership, Communication skills and has been consistent in nurturing goals towards positive results. She is passionate about mentoring and creating leaders

Mr. Subrato Bose

Mr. Subrato Bose is well experienced in corporate management and administrative marketing. He has sound ability of judgment, good analytical skill, and ability to guide, build, and motivate Team spirit. He specializes in training by identifying areas of improvement and designs plan to suggest development through training. Mr. Bose was last associated with M/s. Kalpena Industries Limited as their VP-HR and was responsible for all functions related with Human Resource including strategic management, statutory compliance of plant and office, cost control strategy with administration. Mr. Bose worked with Smithkline Beecham Pharmaceuticals Ltd., Alkem Group of companies etc.

Mr. Shankar Devaguptapu

Mr. Shankar Devaguptapu has 39 years exhaustive experience in Corporate Sector. He has worked with Catalyst-Employee Up skilling-The Moulderz; Director-US Business Development-IonIdea; Head-HR-Payroll-Compliance Management and Accounting Services-Crossdomain Solutions; National Sales Manager-Veterinary Sales-Natural Remedies.He is professional trainer for IT/ITES organizations into different domains, Manufacturing Industries, Apparel Industry, Consulting Companies, Construction Industry, Banks, etc.

Fee Structure:-

Rs. 6,500/- Per Delegate

Please note 15% Service Tax is applicable

Terms & Conditions apply*

Note:- Single Faculty for each location.

Kindly Make Payment prior to the event to avoid any inconvenience.

The Fees is inclusive of Refreshment, Lunch & Course Material.

Timings -10.00am to 5.00 pm

The Cheque has to be raised in the Name of **GFORD Institute Of Management Pvt Ltd.**

(Payable at New Delhi)

Our Service Tax Regn No: AAECG5523FSD001

Our PAN No: AAECG5523F

Session Timings- 10:00 am to 5:00pm

Participants will get the certificate at the seminar

We solicit your presence/Nominations.

For GFORD Institute Of Management Pvt Ltd

Vikas Khanna

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For Booking seats - Email: gfordreg@yahoo.com

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