

CUSTOMER CARE EXCELLENCE



Fees : BDT 4,500/- +VAT

NOVEMBER 15, 2018



Ayan Banerji
Lead Facilitator & Coach

Ayan's Expertise

Ayan Banerji is a Fellow of the Life Management Institute, from the Life Office Management Association, USA, an Associate in Financial Planning from the Financial Planning Standards Board, India and accredited from the Insurance Institute of India.

Ayan has been certified on numerous global Learning & Development sessions by global and Indian L & D organisations to conduct workshops on Leadership, Personal Excellence, Sales Process, Key Account Management and Experiential Learning.

Handling projects on Human Capital Management for reputed corporate houses, Ayan is humbled by the opportunity to learn everyday.

Ayan's Experience

A Graduate in Mechanical Engineering from Jadavpur University, Kolkata, Ayan has many years' exposure to working with Fortune 500 companies in India and abroad in Project Management, as well as in risk management and financial services. He has led high performance business development and Learning / Development teams in diverse business domains.

Ayan also has over fourteen years of exposure conducting high impact workshops for reputed corporate clients in India and abroad. Over 50 reputed corporate houses and identified Business Management Schools regularly seeks his professional services.

Ayan's Repertoire

Ayan facilitates Learner Centric workshops on Transformational Leadership, Team building, Personal Excellence and Sales Effectiveness for large organizations in BPO, FMCG, Real Estate, Engineering, Supply Chain, Telecom, Banking, Financial and many other sectors in India and abroad. Handling diverse levels of target audience across geographies provides the ultimate platform of best practices which enhances the quality and impact of these workshops. Many innovative learning techniques contribute to the enrichment of participants. Demonstrating Learning for Results is key.

Today, Ayan is the brand ambassador of many reputed Learning & Development organizations across India.

LEARNING BENEFITS

- Define the importance of providing world class Customer Care
- Identify the Customer Service Value Chain in own line of business
- Apply the key elements of world class Customer Care
- Create a SMART Plan of Action to implement learning from the workshop

COURSE CONTENTS

- Overview on Customer Service
- Customer Service in 21st century
- Key Components of Customer Service today
- Key Competencies and qualities in a 21st Century Customer Service Professional
- Measuring Customer Care Standards

WHO SHOULD ATTEND

All Customer Facing Professionals In Sales Or Service And Their Supervisors.

METHODOLOGY

- Andragogy
- Multi Stimuli

01847 268 053; 01847 268 054
www.nrbjobstraining.com