



# Advanced Customer Service and Front Desk Management Training



Vertical : Banking and Finance  
Duration of Training : 20 Hours  
Training Need Analysis : Done  
Target Audience : Debt-Collectors, Telephone Operators & Operation Staff

## Role & Job Description :

- Deb-Collection Staff  
To follow up with the customers on their outstanding and convince them to pay up their dues in a professional manner.
- Telephone Operators  
To provide excellent service by assisting the customers of the Client company on phone, primarily by providing them required information about the company, products, etc
- Operations Staff  
To provide excellent customer service and have quality sales interaction with the customers over the Front Desk Counters across the branches in Oman.

## Training Objective :

- ✓ To understand of the Customer Service & Communication
- ✓ To Improve Listening & Questioning Skills
- ✓ Learn how to Handle Complaints & Irate Customers
- ✓ To master the of Effective Telephone Techniques
- ✓ To Improve Overall service delivery.

## Topics Delivered :

- ✓ Customer Service : Handling Customers - Face to Face
- ✓ Communication Skills (Body Language & Tone of Voice)
- ✓ Effective Questioning & Listening Skills
- ✓ Telephone Etiquettes : Handling Customers – On Phone
- ✓ Handling Complaints & Angry Customers

## Methodology Followed :

- ✓ Classroom Session of Soft Skills
- ✓ Video & Audio Aid utilized to enhance the understanding
- ✓ All the practice sessions were Role-Play based
- ✓ All Role-Plays were recorded and played back to the participants to derive learning points
- ✓ Written Assessments were taken

*Training & Development wing of Infoline is known for offering high quality Training Solutions including Customized Corporate Training events, Workshops & Seminars for Entry Level to Top Level Management, and cutting edge Call-Centre Trainings.*