



Advanced Customer Service and Communication Skills Training



Vertical	:	Banking and Finance
Duration of Training	:	25 Hours
Training Need Analysis	:	Done
Target Audience	:	Customer Service & Front Desk Executives
Role & Job Description	:	

The main role of a Front Desk Executive is to 'Manage the Customer Interactions at the Front Desk', effectively. He or she is responsible for delivering a high quality of Service & should ensure that all the customers who approach them, are given a positive image of the Company. Various activities they do are listed below:

- ✓ Records of incoming & outgoing customers.
- ✓ Records of incoming & outgoing couriers.
- ✓ Handling the communication system.
- ✓ Attending to the phone calls and redirecting it to the concerned department.
- ✓ Understand the responsibilities of other sections and departments and liaison with them.
- ✓ Demonstrate essential overall knowledge of the organization.
- ✓ Demonstrate familiarity with job tasks.
- ✓ Be able to guide the customers with Information about AMGI and its activities

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

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 Assessment were taken
- ✓ Final Evaluation don through test calling

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