



Customer Delight



Customer Delight Program Layout

A: Introduction to Customer Mantra

Activity: Customer Service Means...

B: Customer Service - its importance and implications

Experiential Learning: The Best of Times and The Worst of Times

C: Understanding Your Customers

Game: Hidden Rapport

D: Who is your Valued Customer?

Activity: Now That's Rapport

E: Customer's Styles

Activity: Identifying Customer types

F: Personal Touch to customer service

Game: Make It Personal

G: Making it easy for your customers to buy from you

Role Play: Let Me Tell You What I Can Do

Game: Chinese Whisper

H: Face to Face/Telephone Customer Service

Activity: Five Pillars of Success

Game: Face Off

I: Maintaining Personal Commitment to Customer Service

Role Play: Oops Theater

Game: Getting Around

J: Handling the Angry Customer

Activity: Stress Buster Cards

K: Converting customer complains to valuable information

Game: Down the Stairs

Activity: Bill of Rights

L: Reading Body Language for better Customer Service

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Trainer

Mr. Umang Jung Thapa

Program Detail

Target Group: Customer Handling/Front Line Staff

Date : March 26, 2016

Time : 09:30am to 5:00pm

Duration : 1 day

Venue : NBI Hall.

Umang Jung Thapa is a certified Corporate Trainer (TOT certified) involved in training Banking professionals on Marketing, Customer Service, Effective Business Communications and other Soft Skills. Trainer has trained over 1000 participants for over 25 commercial banks since 2010 with excellent feedback on training effectiveness and ability to address the training needs.

Trainer brings in over 8 years of corporate experience having worked with both multinational and national level banks namely Standard Chartered Bank Nepal Ltd (SCBNL) and Laxmi Bank Ltd (LXBL) as Business Development Manager, Relationship Manager and Corporate Communication Manager between 2002 and 2010.

Trainer has also been working as Freelance Consultant since 2010 giving holistic business advice on to business enterprise and social enterprises.

Academically Trainer holds a MBA in International Marketing from City of London College, UK. Trainer is also certified by AHLA (American Hotel and Lodging Association), USA as an Educator for Marketing in Hospitality Industry.

Trainer has also been working as senior part time Faculty member at Silver Mountain School of Hotel Management (SMSH) <http://silvermountain.edu.np> since 2007. Currently teaching Exploring Strategy & New Enterprise Creation module of the Queen Margaret University (QMU), Edinburgh, for the BA in International Hospitality and Tourism Management (IHTM) degree of QMU here in Nepal. Other Teaching experience includes faculty at MBA level at **International School of Tourism and Hotel Management** (www.ist.org.np) Dillibazar

