



PRESENTS  
CUSTOMER SERVICE & SALES  
TECHNIQUES



Background	Customer Service is drawing more attentions worldwide than ever before. Being customer centric and providing service excellence is becoming a significant advantage and performance differentiator for both private and public organizations alike, as it helps business to win clients in an extremely competitive environment and also facilitates cost saving. In the same way Sale is a lifeline of any business. To acquire, engage, delight and retain customers for sustainability of business are some of the core functions of a sales team which is a skill requiring persistent training for learning, unlearning and relearning of right skills for Effective Sales.
Target Group	Customer Service and Front Sales team of Branches
Duration	1 Day
Methods	<ul style="list-style-type: none"><li>• Lecture, Discussion/interaction, Role Play &amp; Case-Studies.</li><li>• Group/Individual Activities</li><li>• Power Point Presentation</li></ul>
Date, Time & Venue	20th January 2018 (9:30am to 5:00pm), Hotel Sargam, Phidim, Panchthar

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## Course Outline

Program Take aways	The individual after the program will have sound knowledge about sales technique and customer service. He or she will understand the importance of new sales and will use the knowledge acquired to generate leads and convert them into sales. Further through this program the individual will understand the importance of customer service and ways to deliver <b>effective customer service in order to retain and grow the bank's customer base and overall business.</b>
Trainer	<p>Mr. Hemanth Raj Angdembe            Mr. Angdembe started his career with Standard Chartered Bank Nepal Limited, then Nepal Grindlays Bank Limited back in 1994. After spending 22 years in the organization handling various portfolios and heading various Units left SCBNL to take up new challenges. He was associated with Alpine Card Service P. Ltd as a General Manager for a short period of 11 month.</p> <p>Currently he involved in a private company called Tara International P. Ltd as CEO and with IT Venture Nepal P. Ltd as Executive Director. Both are IT based companies and are associated as sister concerns.</p> <p>While with SCBNL, apart from handling many business functions, played an instrumental role in establishing home loan product program for the bank in 2002. Later on went to manage the business as Product Head Mortgage and managed both product and sales aspect of mortgage for 12 years. In between he was also entrusted with the task of managing the Auto Loan business of the bank later in 2011 and with the aim of driving multi-product selling, handled other retail products as well. At the time of leaving SCBNL he was handling SME portfolio as SME Team Leader managing both new sales and existing portfolio.</p>



Time	Details
9:00am to 9:30am	Registration and Introduction
9:30am to 11:00 am	1. Sales Technique a. Effective sales conversation b. Identify, sell and close
Tea Break (15 minutes)	
11:15 am to 12:45 pm	c. Sales activity in a bank 2. Customer Service – Understanding your customer
Lunch Break (40 minutes)	
1:30 pm to 3:00 pm	3. Understanding Service 4. Service Excellence a. The golden rules b. Factors contributing to excellent service
Tea Break (15 minutes)	
3:15 pm to 5:00 pm	5. Telephone Etiquette 6. Handling difficult customers 7. Benefit of service excellence 8. Discussion/study real cases